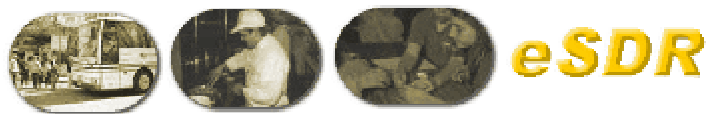# THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

DEPARTMENT OF MENTAL RETARDATION

eSDR Manual for Electronic Service Delivery

www.esdr.dmr.state.ma.us

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The eSDR Application

A. History and Purpose of Project

●The eSDR Application is an eGovernment Initiative funded by the Commonwealth's Information Technology Division (ITD) in the spring of 2001 and managed by the Department of Mental Retardation.

●The goal of the eSDR application is to integrate the Payment and Service Delivery process between providers and DMR and improve the efficiency of the process through a Web based design.

●The Department of Mental Retardation (DMR) contracted with Systems Engineering, Inc. (SEI) to work with DMR staff in developing the application.

●The eSDR application was completed in February 2002 and Providers will begin using the application in March 2002.

B. Objectives

●Eliminate duplicate effort of data entry for both Provider agency and DMR

●Eliminate paper system for both Payments and SDRs (Service Delivery Reports)

●Create a User Friendly data entry system

●Create a Web Based environment

●Create an interface with the Commonwealth's accounting system (MMARS) for quicker turnaround of Provider Payments

[Note: The Department is enhancing it's capacity to make crisp and clear screen prints for the Manual and anticipates a noticeably clearer result in version 2.].

2. Getting Started

A. Technology

In the overall technical design of the system, great care was given to ease of use. SDRs and PVs can accurately be created in a very short period of time.

Providers are only required to have a Pentium-class workstation with 64MB of RAM and a 56k modem or better. A broadband Internet connection is not required.

The eSDR application will run on Internet Explorer 5.0 or higher using a128 bit encryption:

http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp

The eSDR application will NOT run on Netscape**.**

B. General Security

The application uses a high level of security both within the server and across the Internet, using SSL encryption similar to that used on eCommerce sites such as Dell.com and Amazon.com.

DMR has established High Level Security Accounts for individuals authorized to sign/certify Payment Vouchers/Service Delivery Reports for their Provider agency.

Individuals with High Level Security Accounts will be able to establish subordinate accounts for other individuals within their Provider agency who are authorized to create PVs or SDRs but who do not have signatory authority.

Provider Security Accounts

Level 0   Create SDRs only
Level 1   Create SDRs and PVs
Level 2   Create and Submit SDRs and PVs and establish subordinate accounts

DMR Security Accounts

Level 0   Create SDRs and PVs
Level 1   Create, Submit and Review SDRs and PVs
Level 2   Create, Submit, Review and Approve SDRs and PVs

C. Provider Security Access-New Accounts

- Provider prepares eSDR Signature Authorization Form for Level 2 security, which is available from the eSDR Website **https://www.esdr.dmr.state.ma.us (New Accounts & Support)** or from the DMR Website **http://www.dmr.state.ma.us (DMR-POS-Contracts; eSDR).**

- The eSDR Signature Authorization Form must include all Provider staff who the Provider wishes to have authority to sign Payment Vouchers and submit Payment Vouchers to DMR (Security Level 2) . Do not include individuals who do not have signatory authority for the agency (Security level 0 & 1).

- The eSDR Signature Authorization Forms must be signed by the designated authority that is responsible for signing contract documents for the Provider Agency (Signature Verification Form).

- eSDR Signature Authorization Forms are submitted to the DMR Regional Contracts Office where the Provider does primary business.

- DMR Regional Contracts Staff will review the eSDR Signature Authorization Forms to ensure a copy of the Signature Verification Form is on file for the person who signed the Authorization form on behalf of the Provider Agency.

- The DMR Regional Contracts Staff will sign and forward the **original** eSDR Signature Authorization Form to Central Office Contracts Unit for final review and where it will be filed for future reference.

- A copy of the eSDR Signature Authorization Form will be forwarded by the Central Office Contracts Unit to the Departments MIS Unit who will enter the Authorizations for Security Level 2 of the requested individuals.

- An email will be sent to individual when the Level 2 Security is approved with the User Name assigned and the temporary password, "PASSWORD". An email will also be sent to each Region with whom the Provider does business.

- Individuals approved for Level 2 Security can then login to the eSDR Website. They will be automatically directed to a screen where they will choose a new password. This will both grant them access to the eSDR and allow them to establish subordinate accounts for Security Level 0 and 1 for staff in their Agency.

D. Provider Security Access-Changes or Deletions

1. Part 1:

   • When the provider needs to make a change in the level 2 authorization (authority to formally submit SDRs and PVs to DMR) when personnel change a new eSDR Signature Authorization Form must be submitted to the regional office with which the provider does the most business. Only the changes need to be included on the form, using the codes of C for change, A for add, and D for delete.

   • Please note: If someone with level 2 authorization leaves the provider agency, they would continue to have eSDR access for the agency from their home computer until the change form has been submitted and their access has been deleted. It is the provider's responsibility to submit the Authorization Form with the deletion. Informal communications such as an e-mail that someone has left the agency will not be sufficient to trigger formally removing someone from eSDR access.

2. Part 2:

   • When individuals with 0 or 1 level or access to the eSDR for the provider agency (authority to enter SDR and/or PV data but without authority to submit) change, the persons(s) with level 2 authorization can make any additions, changes, or deletions directly in the Account Management Screen.

   • Please note, these individuals would continue to have access to the provider's eSDR data from their home until these access has been deleted.

E.   eSDR Signature Authorization Form for Providers
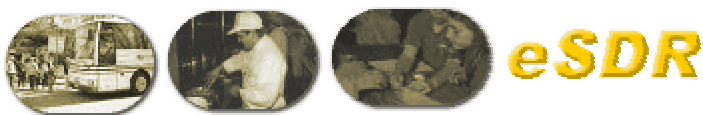
Department of Mental Retardation
eSDR Signature Authorization Form
(to be submitted to any DMR Regional Office**)**

Provider Name:_____
           FEIN:_____

The individual(s) identified below are authorized to sign the "**Vendor Certification**" on Payment Vouchers (PV's) and Service Deliver Reports (SDR's) for contracts between this agency and the Department of Mental Retardation. **I understand that the individual(s) will be assigned a user ID by DMR that will allow him or her to submit the electronic equivalent of such documents**.

Last Name	First Name	Title	e-mail address*	Phone #	Designee Original Signature	Code**

*the individual <u>must</u> have his or her own e-mail address. A corporate electronic mail box is not sufficient. He or she will receive confirmation of their user ID at this address.

** Code: Note whether this request is for a "C" for Change or "A" for Add or "D" for Delete (does not require individual's signature)

Request must be signed by an Authorized Signatory of the Provider

_____   _____
Name (please print)   Title

_____   _____
Signature   Date

Signature Verified:

_____   _____
DMR Regional Office   Date

F. DMR Security Access

● DMR Regional Operations Manager prepares eSDR Signature Authorization Form for DMR for all Levels of security, which is available from the DMR web site at **www.DMR.state.ma.us** by clicking on DMR-POS-Contracts, then eSDR.

● DMR staff who need authority to "Review and Approve" Payment Vouchers and SDRs (Security Level 2) must have MMARS security.

● DMR Staff who will have Security level 0 & 1 access do not need MMARS security.

● The eSDR Signature Authorization Form for DMR must either:
> ● be signed by the DMR Regional Operations Manager and a paper copy submitted to DMR central office Contracts Office or
> ● be attached to an email and sent by the **Regional Operations Manager** to eSDR.help within the Department's Notes system

● DMR Central Office Contracts Staff will review the eSDR Signature Authorization Forms for DMR to ensure MMARS security when applicable.

● The DMR Central Office Contracts Staff will maintain the **original** eSDR Signature Authorization Form for DMR.

● A copy of the eSDR Signature Authorization Form for DMR will be forwarded to the Departments MIS Unit who will enter the Authorizations DMR staff.

● An email will be sent to individuals when the Security is approved with the User Name assigned and the temporary password, "PASSWORD".

● DMR Individuals approved for eSDR Security can then login to the eSDR Website. They will be automatically directed to a screen where they will choose a new password. This will grant them access to the eSDR.

G.   eSDR Signature Authorization Form for DMR
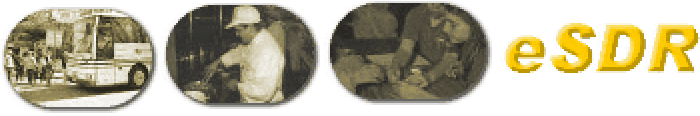
Department of Mental Retardation
eSDR Authorization Form
for DMR Staff

Region:_____

The individual(s) identified below are authorized to access the electronic Service Delivery
Report (eSDR) system.

Last Name	First Name	DMR e-mail address	Phone #	MMARS ID (if available)	Type of Permission	Code

*Type of Permission:
    0: Create SDRs and PVs
    1: Create, submit and review SDRs and PVs
    2: Create, submit, review and approve SDRs and PVs (the individual must have their signature on file at the Comptroller's Office for this security level. If they do not, request security level #1 and change it after their signature is on file)

**Code:
    C: Change
    A: Add
    D: Delete

To be signed by Regional Operations Manager

_____
Signature

H.   eSDR Login Screen

Description

The **eSDR Login Screen** is the gateway to the eSDR application. There is additional important information on this screen:

- New Accounts & Supports - for service or support in the DMR application
- System Update – Notifies users of the newest version of the application
- New Address – Notifies Users if the Website address changes

To Log in to the eSDR application, a Provider or DMR User must have an approved UserName (see Provider Security Access or DMR Security Access).

Instructions

- Type in **UserName**
- Type in **Password** (When a User account is first established, the default password is "PASSWORD". The User will automatically be taken to the **Change Password Screen** to change their password. A User will not be allowed to do any other transactions within the application until the password is changed.
- Hit Enter or click the **Login** Button to proceed

3. Account Management Screens

A. Account Management Menu
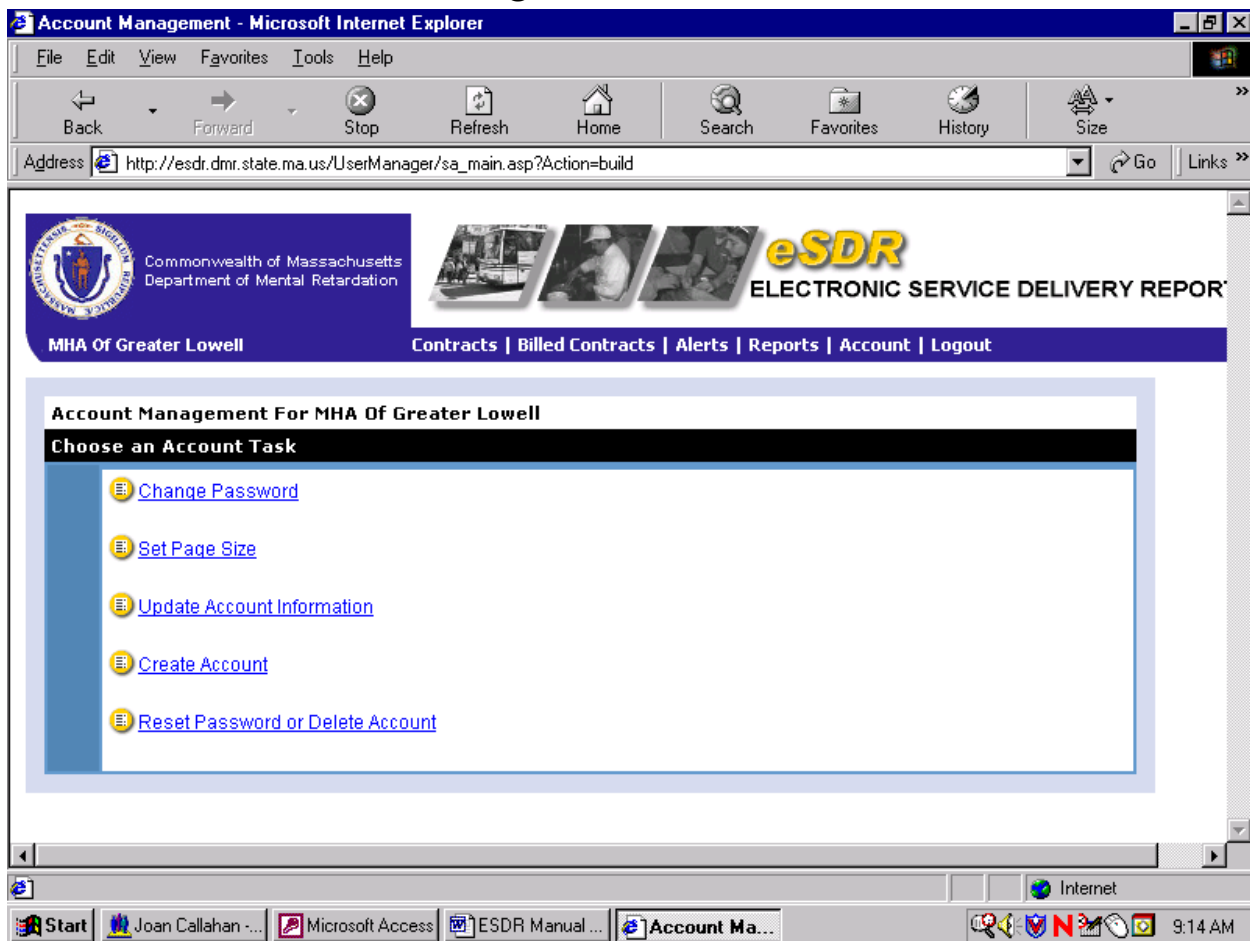
Description

The **Account Management Menu** is the screen for all Users to Change Password, Set Page Size, and Update Account Information. In addition, Level 2 Users can Create subordinate Accounts and Reset Password or Delete an Account. Depending on the User's security level, there will be 2-5 choices on this menu.

Instructions

To go to any of the menu items in the **Account Management Screen**, click on the appropriate screen choice (underlined in blue on the screen).

The Menu Bar at the top of the screen allows users to go to other screens such as: Contracts, Billed Contracts, Alerts, Reports, Accounts and Logout by clicking the appropriate category.

B. Change Password Screen

Description

The **Change Password Screen** is the screen where a User can change their password. New Users will automatically be brought to this screen if their password is "PASSWORD". New Users MUST change their password before being allowed to proceed within the eSDR application. Users will also be allowed to change their password at anytime. Passwords can only be changed by the User and cannot be viewed by anyone else.

Instructions

The **Current Password** field cannot be updated. In order to change a password, the User must type in the new password in the **New Password** field and then retype the same password in the **Confirm New Password** field.

C. Set Page Size Screen

Description

The **Set Page Size Screen** is the screen for Users to set the number of records they can view at one time on a page. Depending on the speed of the User's Internet connection and computer, a User may want to limit the number of records that can be viewed on a page at any one time.

Instructions

► Choose the number of records you want to see at any one time in the combo box: 5,10, 15, 25, 50, or ALL
► Click on Enter
► A message will confirm "Set Page Size to XX"
► Click on Home and return to the **Account Management Menu**

D. Update Account Information Screen

Description

The **Update Account Information Screen** displays all information that pertains to a User Account; such as Login Name, Password is protected, First Name, Last Name, Phone, Email, User Type (Provider or DMR), User Type ID (Provider Name) and whether or not the User has permission to Submit PVs and sign for the agency. This screen is used to update phone and email information only.

Instructions

▶ To Update Phone or email, click within the appropriate field and correct the information.

E. Create Account Screen

Description
The **Create Account Screen** is only for Level 2 Security Users who are authorized to establish subordinate accounts within their agency.

Instructions

▶ Login Name – assign a User Login Name (First Name initial and Last Name are recommended)

▶ Password – for new accounts, this field defaults to "PASSWORD"

▶ First Name- User's First Name

▶ Last Name – User's Last Name

▶ Phone – User's current phone number (with Area Code)

▶ Email – User's current email address (User must have an email address)

▶ User Type – defaults to Provider

▶ User Type ID – defaults to Provider name

▶ Submit PVs – defaults to "No"

F. Reset Password or Delete Account Screen
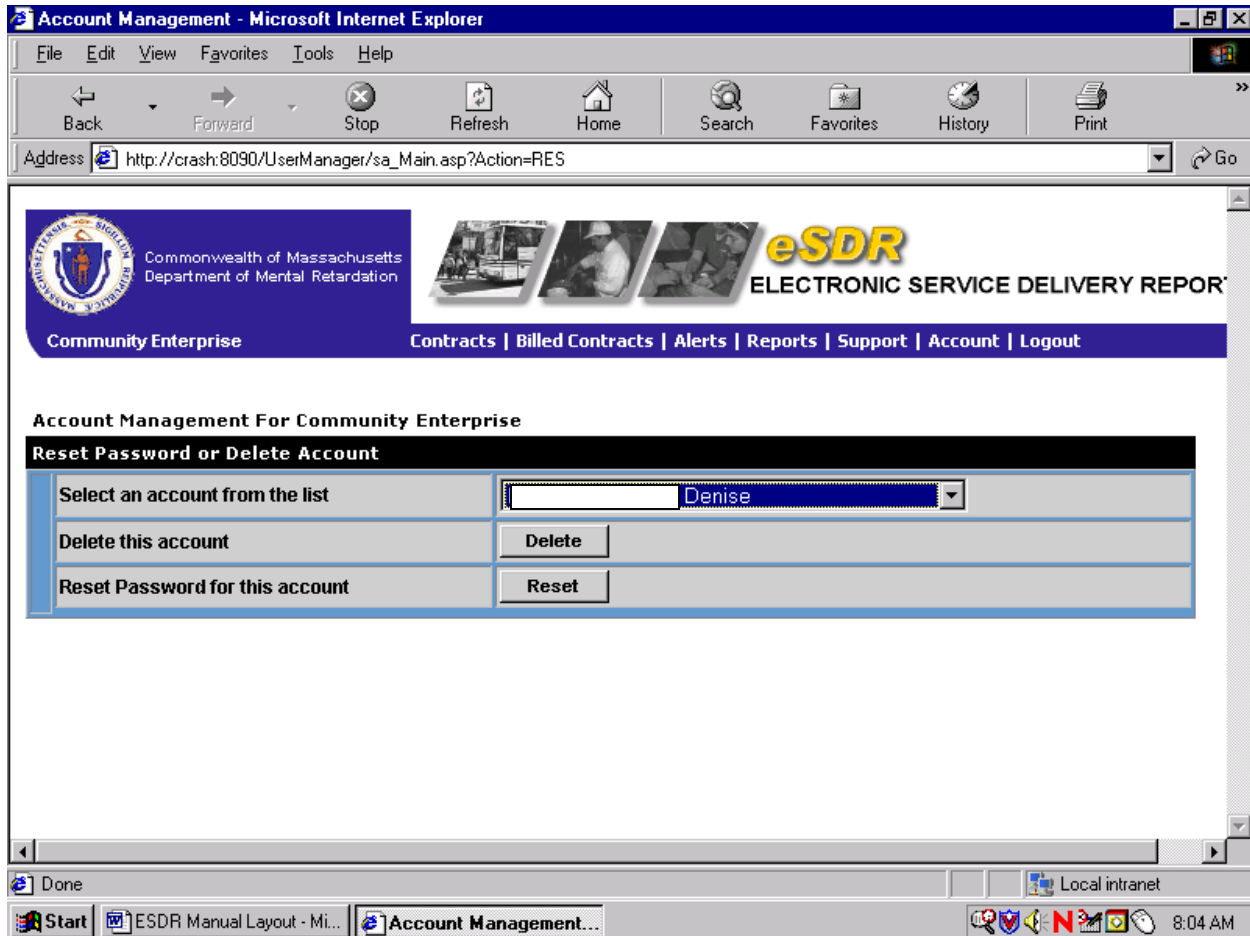
Description

The **Reset Password or Delete Account Screen** is only for Level 2 Security Users who are authorized to establish subordinate accounts within their agency. This screen is used to reset a Subordinate Account's password back to "PASSWORD" if the User forgets their current password. This screen is also used to delete Subordinate accounts within the agency (accounts are inactive and not deleted).

Instructions

► Select A User from the List – Providers will only see Users within their own agency

► Click on Delete if you wish to make this account inactive

► Click on reset if you wish to reset the User's password to "PASSWORD"

4. Basic Steps for eSDR Process

Login to eSDR

- *Go to Contracts List*

- *Find Contract and FY*

- *Go to Contracts Detail*

- *Choose Create SDR*

- *Choose Month of Service*

- *Choose Program*

- *Enter Attendance*

- *If Unit Rate Contract, Create Quick PV*

- *If Cost Reimbursement Contract, return to Contract Details and Create Cost Reimbursement PV*

- *Verify Information and Submit to DMR*

- *DMR Reviews SDR and PV*

- *DMR changes status to "R" for Reviewed*

- *SDR attendance is forwarded to Federal Billing Program*

- *PV is forwarded to MMARS for Provider Payment*

5. eSDR Screens

A. Main Menu (for DMR only*)
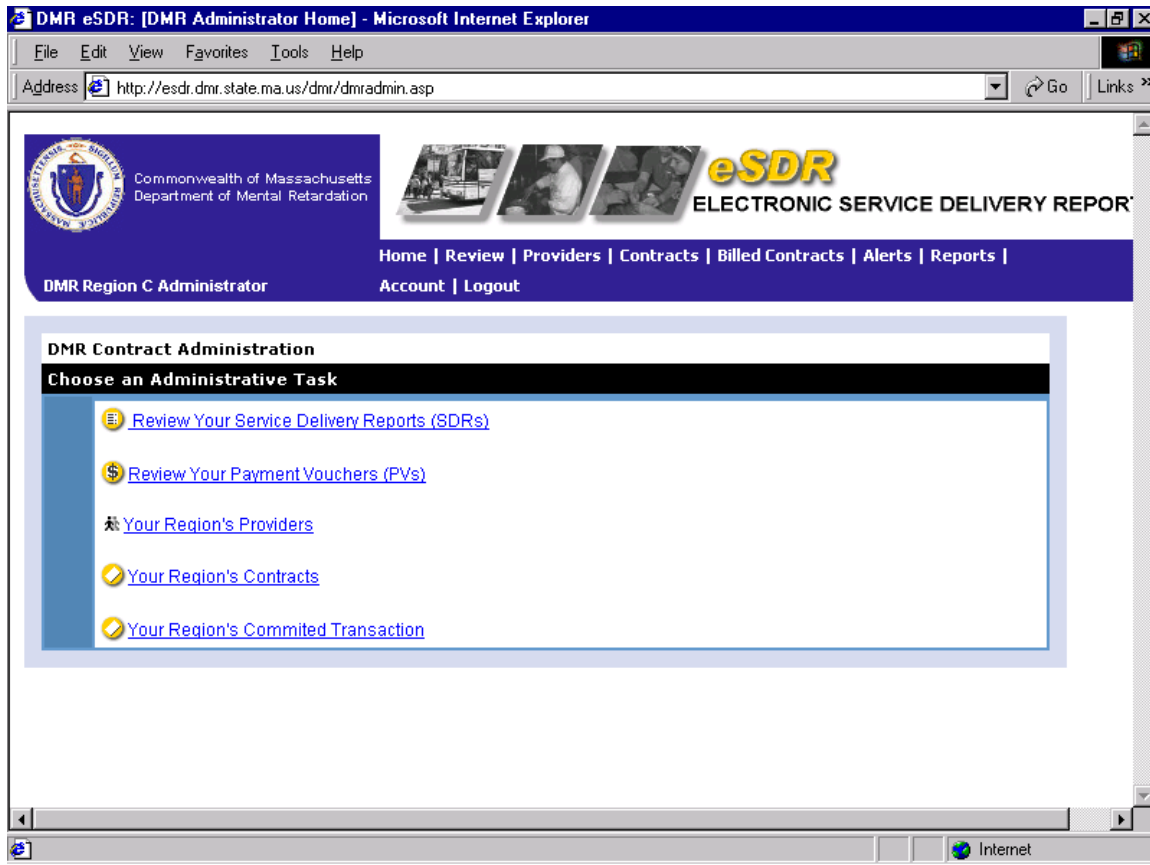
Description

Once a DMR User has logged into the eSDR application, the DMR User will be taken to the **Main Menu**. From here a DMR User can choose 5 menu options:

▶ Review your Region's Service Delivery Reports (SDRs)
▶ Review your Region's Payment Vouchers (PVs)
▶ Select a Provider from your Region's Provider Screen
▶ Select a Contract from your Region's Contract Screen
▶ Review your Region's Billed Transactions

Instructions

▶ Click on any one of the above Menu options to proceed

---

* Please Note: This screen will only appear for DMR Users. Providers will see the Contracts Screen on the next page of this manual when logging into eSDR.

B.   Contracts Screen
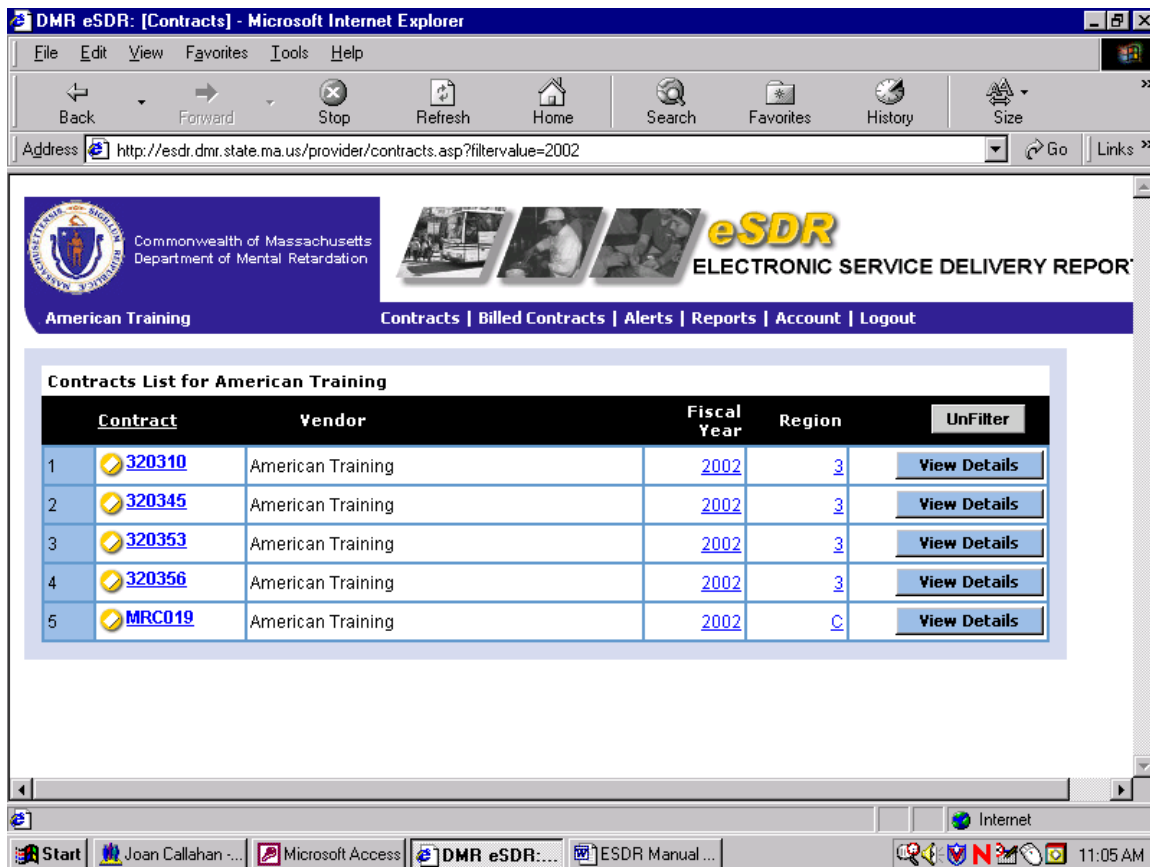
Description

The **Contracts Screen** displays all the contracts assigned to a Provider or to a DMR Region. The screen displays the contract number, the Provider, the Fiscal Year of the contract (current Fiscal Year is the default), and the DMR Region who manages the contract. When a Provider User logs in to the eSDR application, this is the first screen that will appear. A DMR User gets to this screen from the **DMR Main Menu** by selecting "Your Region's Contracts".

Instructions

To view the contracts for another Fiscal Year, a User would click the "**Unfilter**" button. The User can then select a different Fiscal Year and the Contracts List will be filtered by the Fiscal Year chosen. A User can choose to go to the **Contract Details Screen** by either clicking on the 6 digit contract number (underlined in blue on the screen) or hit the "**View Details**" button. The Menu Bar at the very top of the screen displays other menu options that can be accessed by clicking on any topic.

> ▶   For Providers: Contracts, Billed Contracts, Alerts, Reports, Account, Logout
>
> ▶   For DMR: Providers, Review, Billed Contracts, Alerts, Reports, Account, Logout

C. Contracts Detail Screen

Description

The **Contracts Detail Screen** displays all SDRs and PVs that have been generated within the eSDR application, a system generated ID #, the month/year of the Service, Program Code/Unit type, Status of SDR or PV (see below), Date SDR or PV was created, a place to write comments if needed and an Action button. If a transaction is Incomplete, the choice of Action Buttons will be: **Edit**, or **Delete**. If a transaction is in any status other than Incomplete, the only Action button that will be available is "View"

The Status Codes are as follows:

> **I -** the Provider or DMR Region is working on the SDR and/or PV and is not ready to submit to DMR, the transaction is **Incomplete**,
>
> **S -** the transaction was **Submitted** to DMR for review

Instructions

At the bottom of the screen you may choose to Create SDR, Create PV, Create Cost Reimbursement PV or Create Sort Codes. Click on one of these topics to proceed.

D. Create SDR Screen (Step 1)

Description
The **Create SDR Screen (Step 1)** is the screen used to begin the process of entering an SDR for attendance.

Instructions
In the Month Section, use the 'Drop Down' box to select the month and year for the SDR you plan to enter attendance or services.

▶ Click on **Next** to proceed or **Cancel**

E. Create SDR Screen (Step2)

Description

This **Create SDR Screen (Step 2)** displays the Contract you selected and also identifies the Program, the Unit Type, and the number of consumers attached to the contract. In situations where a contract may have multiple program codes or unit types, a User will be able to select different programs.

Instructions

▶ Click on **Create SDR** to proceed, **Cancel** or **Back** to return previous screen

F.   SDR Data Entry Screen

Description

This **SDR Data Entry Screen** is a split screen that displays both the consumers who are attached to the contract (see the top section of screen) and the attendance calendar for the month selected (see the bottom section of screen in gray).

The Consumer Section (top screen) also displays the Unit Rate, approved dates of service, and the total number of units entered for the consumer in the calendar. This is a display screen only.

To the right of each consumer's name is a 2 digit number which is associated with the contract line number. (This number is used to record consumers within the DMR Consumer Registry System only)

The Calendar Section (bottom screen) is used for entering attendance for individual consumers or groups of consumers.

There are several buttons on this screen that will allow a user to navigate for data entry purposes. These buttons will be explained in the "SDR section" of the manual (Section 7).

Instructions

Consumer Section

► **Check All** Button – Allows the User to select all consumers on a page. Usually the eSDR application sets a page limit to 5 consumers per page, unless the User has **Set Page Size** in **Account Management Screen**. If the User wants to complete a calendar for the first 5 consumers it will not apply to the next page.

► **Uncheck All** Button – Allows you to de-select all consumers per page. This function cancels the selection.

► **Submit** Button – Once consumers' attendance has been completed, the User can submit the SDR to DMR. If the SDR is needed to create a PV, then follow instructions for **Create PV**.

► **Notes** Button – Allows the User to construct a note and submit it to DMR or DMR to the Provider Agency along with the SDR.

► **All** Button – Allows the User to select all consumers in the contract and apply the same attendance.

► **Find** Button – Allows the User to quickly locate a consumer by typing in a few letters of the consumer's last name and clicking on Submit.

► **Edit** Button – Allows the User to modify the selected consumer's calendar.

► **Print** Icon – Allows you to print the entire contract list of consumers attendance. The Print Button is located next to the Records Button.

► **Records** Button – Allows you to select the number of consumers you would like to see on a page. You can choose 5, 10, 15, 25, 50 or ALL consumers to be visible on one screen. This can also be set in the **Set Page Size Screen**.

Calendar Section

► In the Calendar section of the SDR, a User will choose attendance codes in a 'Drop Down' list to select the proper code:

P – Pending Approval Long Term Absence
A – Approved Long Term Absence
B – ISP Planned Vacancy
S – Sick
V – Vacation
X – Present (in attendance)
H - Holiday

► **Apply** Button – Once a consumer or a group of consumers has been selected, the Apply feature will automatically enter attendance information for those consumers.

► **All** Button – Allows the User to enter data for all consumers on the contract.

► **Clear** Button – Deletes calendar information for consumers that have been selected by placing a check mark by their name(s).

► **Pattern** Button – Allows the User to enter a "pattern" of attendance for one or more consumers on either a Monday – Friday or 7 Day a week basis.

► **Quick PV** Button – Allows the User to create a Payment Voucher (PV) for a Unit Rate Contract.

G. PV (Payment Voucher) Header Screen

Description

The **Payment Voucher Header Screen** is the first screen to process a Payment Voucher for Services.

Instructions

▶ Enter a Vendor Reference Number. The Vendor Reference Number is the Payment Reference Number from the paper copy of the Payment Voucher. The number is assigned by the Provider to identify their payment and must be unique per Provider for each Payment Voucher submitted. This is a **REQUIRED** field.

▶ The User may make a note/Comment

▶ Click on Next to proceed

H. PV (Payment Voucher) Detail Screen

Description

Top Screen:

This screen displays the 6-Digit Contract #, the Month and Year, Total Units, and the Amount. Provider information is pulled in from another table.

1. The Ref Doc ID is:

2. The Vendor Reference Number is:

3. The Status will appear. Once the PV is submitted to DMR, Providers will be able to see the progress of the Departments review and approval of the PV.

4. **Submit PV to DMR** Button will allow the Provider to forward the PV to DMR.

5. **Update Details** Button will allow the Provider to modify the PV.

6. Providers will also be able to write a note, click on the **Note** Button.

Providers will also be able to print a copy of the PV, just click on the **Printable Version** Button.

Bottom Screen:

The PV Line Item(s) will appear to include:

1. The SDR Month/Year, Date Created, Status, Line, Rate, Total Units being billed and the Amount.

The MMARS Section will display:

1. The PV Line, Reference #, CRS Line, Appropriation Account, Sub, Org, Program Code, Date of Service, Quantity, Rate and Amount.

2. You can also create additional Line Items by clicking on the **Create New Manual PV Line Item** Button.

I. Vendor Certification Screen

Description

The Vendor Certification Screen is the equivalent to the Provider Signature on a paper Payment Voucher. The User has been authorized by their Provider agency to certify that the goods and services were delivered or received. Once an SDR and PV have been submitted electronically the Providers do not need to submit a paper copy of the documents with one exception. If other documentation is needed, such as Long Term Absence Form those will still need to be submitted on paper. In such cases a copy of the PV should be submitted as well for identifying purposes.

Instructions

After the User has submitted the PV to DMR, a message will appear "I certify that the goods were shipped or the services rendered as set forth on the PV". The User is agreeing that the information provided to DMR is accurate. If the User does not agree with the information, the User can click on the **Cancel** Button. This is the last chance to verify the submission of the PV. If the User agrees with the information, the User can click on the **Submit PV** Button. This forwards the PV to DMR for review.

J.   PV Submit Screen
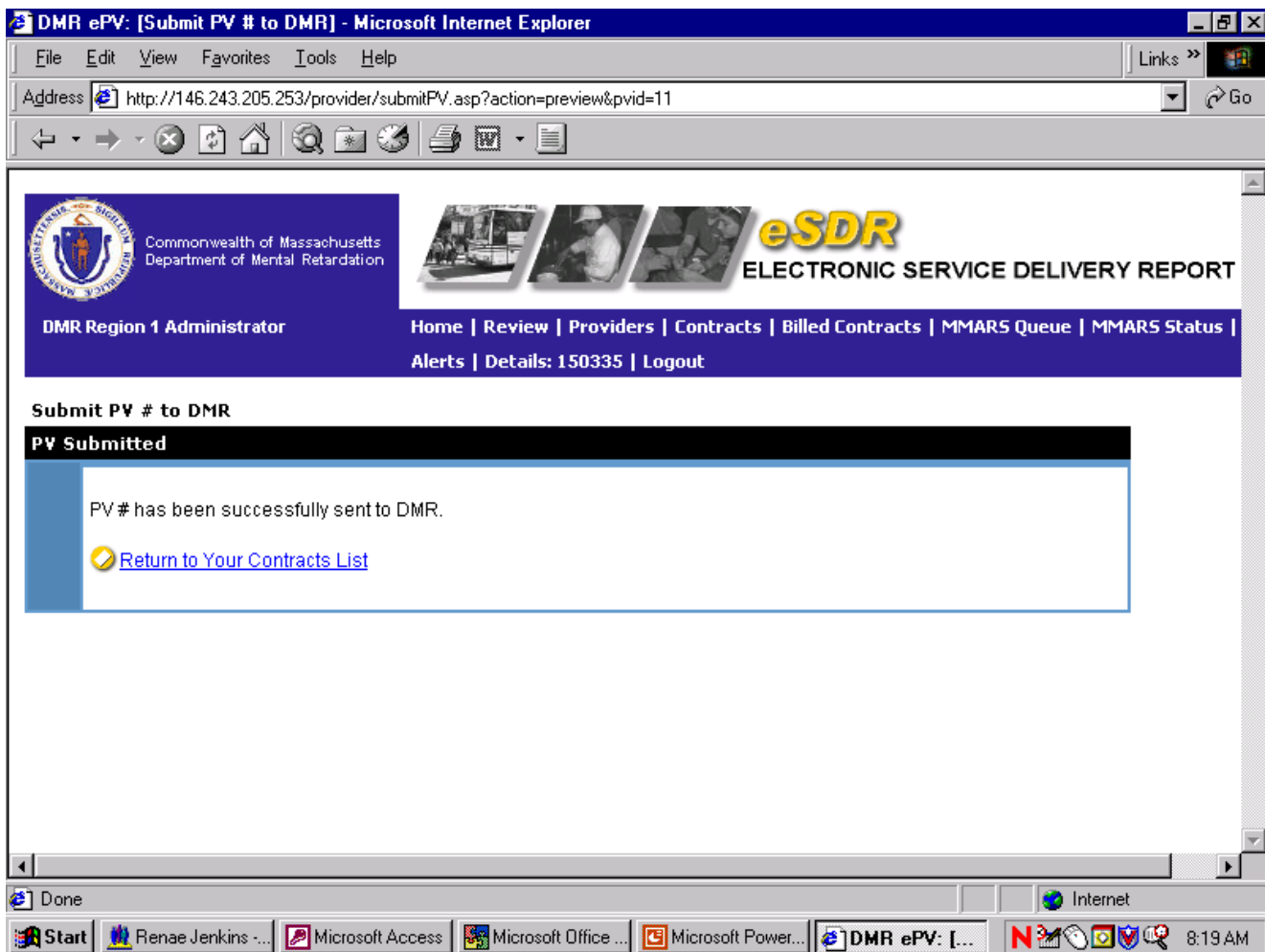
Description

This screen verifies the PV has been successfully sent to DMR for Payment. The User may return to their Contract List to process additional SDRs or select a category from the Menu Bar at the top of the screen.

K. Alerts Screen
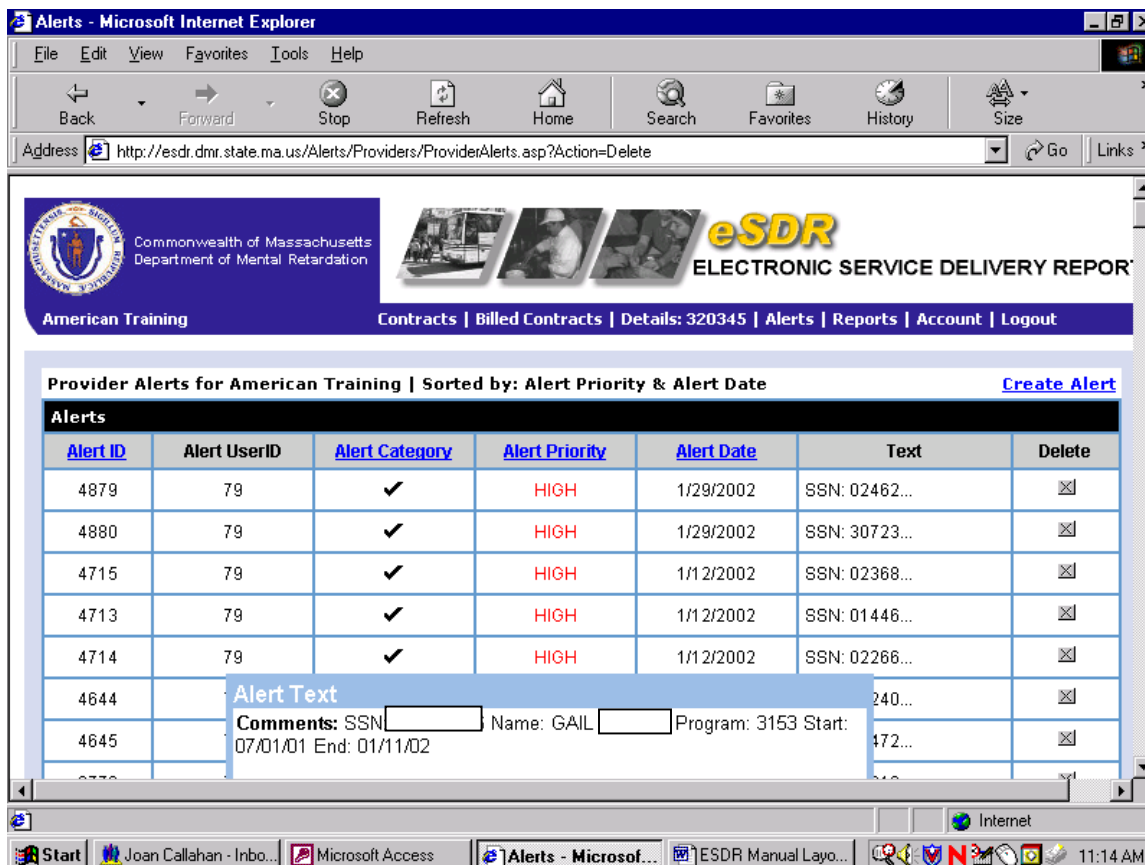
Description

The **Alert Screen** is a list of all the messages sent through the eSDR system of notifications. When specific events occur in the eSDR application (e.g., an SDR is approved, a status is changed, a PV is sent to MMARs, or a new consumer is added to a contract) a basic text message will be sent to the provider so that the provider is proactively notified of the event(s).

Alerts can also be manual or reminder alerts sent to oneself. Providers and DMR can send manual alerts to one another for the purpose of drawing attention to specific problems or issues (ie, a consumer is missing from an SDR that is expected to be present–please add). Alerts have a priority number of 1 to 5 and can be assigned a category type. Alerts can be deleted manually or will be system deleted after 30 days. The Alert Screen can also be sorted and filtered.

Instructions

Click on **Alerts** on the Menu Bar and select **Create Alert** on the Alert Screen

- ► Select a Regional ID
- ► Select Alert Category
- ► Select Alert Priority
- ► Write your Alert Message
- ► Click on Submit

L.   Sort Codes Menu
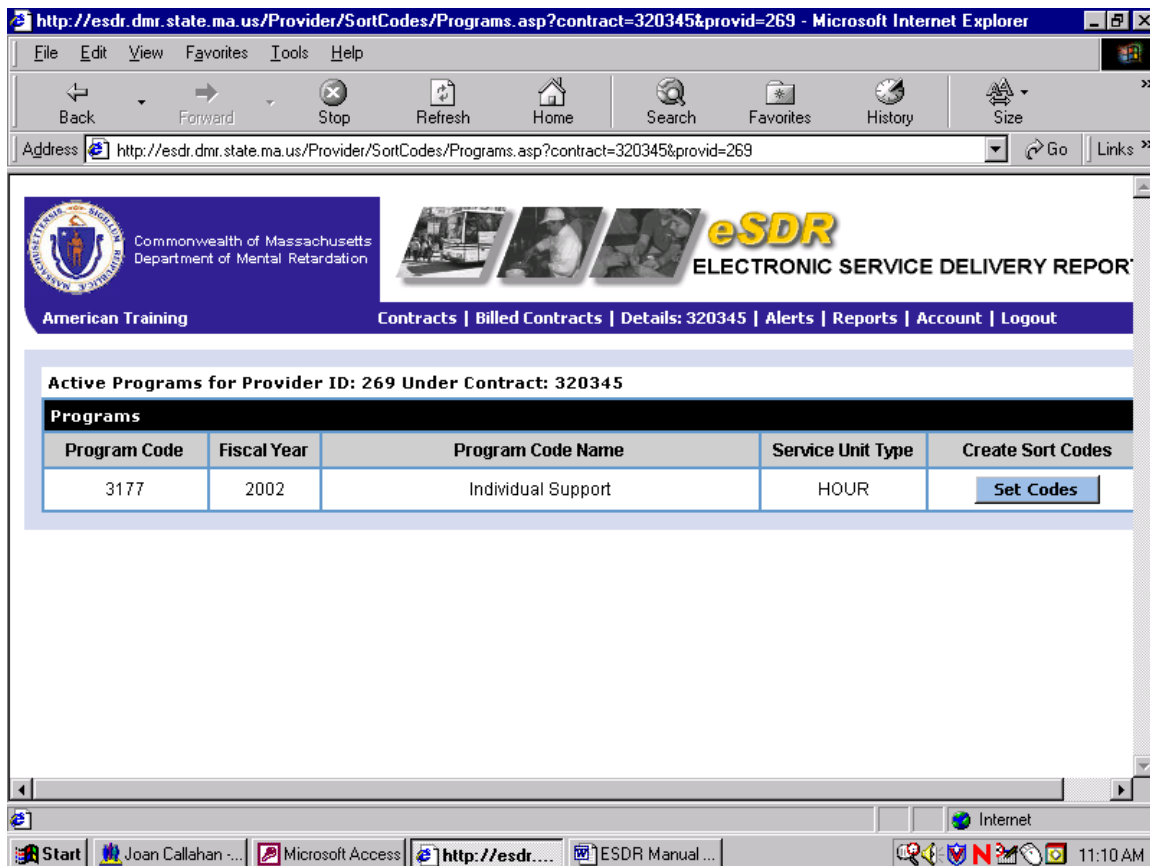
Description

Set Sort Codes Screen is available to Providers for sorting/grouping consumers within a contract in an order unique to them. SDRs are automatically sorted in alphabetical order and this may not be the way in which Providers would enter SDR attendance. Providers are given 26 options (letters A-Z) to sort/group consumers that cannot be changed by DMR.

Once Sort Codes are created, the grouping category will apply to all SDRs created until the Provider makes a change. Since this coding is intended to give Providers a convenient way within their internal systems, the 26 letters will have different meaning for each Provider. As such the Provider is responsible for assigning business meaning to each of the alpha codes. Descriptions can not be provided by DMR. SDRs can then be sorted by either last name or alpha code. New consumers will default to a value of "no sorting code".   Providers who do not wish to use the feature may ignore the sorting/grouping codes.

Instructions

▶   Click on **Set Codes** to proceed to assign Sort Codes for consumers in a contract

M. Set Sort Codes Screen

Description
The Set Sort Codes Screen displays all consumers assigned to a Contract. Providers will have the option of assigning an alpha code (A through Z) to consumers on each Contract, Program and Unit Type for sorting/grouping purposes.

Instructions
▶ In the column **Sort Codes**, use drop down menu to assign codes (A-Z).

▶ When the User has completed the Set Code option, click on **Submit**, the selection will be saved and a message "The sort codes were successfully updated" will appear.

▶ Consumers may also be assigned codes in groups. The User can click on individual consumers in the **Group Indicator** column. Set the code at the bottom of the screen and click on **Group Submit,** the selection will be saved and a message "The sort codes were successfully updated" will appear.

N. Cost Reimbursement Budget Screen

Description

The Cost Reimbursement Budget Screen is where the Monthly Expenditure Report information is entered for Cost Reimbursement Contracts. Each Line Item has a budget amount entered by DMR Contracts staff from the Contract. This Screen shows the encumbrance amount, Year to Date expenditures and the Current balance of each Line Item.

Instructions

- ▶ Enter the amount of the monthly expenditure within each line item
- ▶ The Projected balance will be updated immediately upon data entry
- ▶ When complete, click on **Update**
- ▶ A message will appear to let you know the information has been updated
- ▶ Click on **Back** to return to the PV

6. Menu Bar

Click on any topic in the **Menu Bar** to go to a different screen

7. Service Delivery Report

A. Create an SDR for Individuals with similar attendance patterns

After you have chosen the Contract and Fiscal Year, click on **Contract Details** to begin entering an SDR

Click on **Create SDR**

Choose Month/Year for attendance

Click on **Next** to continue

Select the appropriate Program

Click on **Create SDR** to continue

Click on **Pattern** to set a pattern of attendance

Choose the type of attendance pattern, **7 Days a Week** or **Monday-Friday**

Choose **Attendance Codes** from the drop down list as

Enter the **# of Units** of Service

If attendance applies to All consumers on the page, click **ALL**.
If attendance applies to a group of consumers selected, click **APPLY**. If attendance is incorrect, click **CLEAR**. When completed, click on **CALENDAR**

After a Pattern of attendance is entered and you need to edit an individual's calendar, click on **EDIT** for the individual (See "Entering attendance for an Individual" to edit)

Click on the **Printer Icon** in order to print the SDR entered

When you are finished entering all attendance and check for accuracy, you may either **SUBMIT** the SDR to DMR or **CREATE a PV** for payment.

If the attendance is incomplete, exit the SDR by selecting another option from the **Menu Bar.**

If you choose to send the SDR to DMR click **SUBMIT** or you may **CANCEL** the submission.

If you click on Cancel the eSDR will remain in "Incomplete" status.

DMR eSDR: [Submit SDR # to DMR] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back | Forward | Stop | Refresh | Home | Search | Favorites | History | Size

Address http://dmrsdr/provider/submitSDR.asp

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports |

DMR Region C Administrator   MMARS Queue | Submitted MMARS | Details: 150371 | Account | Logout

Submit SDR #6077 to DMR

SDR Submitted

SDR #6077 has been successfully sent to DMR.

Return to Your Contracts List

Local intranet

Start | Joan Callahan -... | ESDR Manual ... | DMR eSDR:... | Microsoft Acce... | 1:08 PM

Once an SDR has been Submitted, you will receive verification.

You can continue entering other SDRs by Returning to your Contracts List.

B. Create an SDR for an Individual or Group of Individuals with different attendance patterns

Select specific individual you wish to Edit

Click on Edit to bring up individuals calendar

Change attendance in calendar

Once done click on Apply

After entry and "Apply" the check mark will no longer appear. The box will turn from yellow to green

After completed click on quick PV or the menu bar

Once you have entered all individuals check the total count to ensure all have been captured

Click on the Printer Icon in order to print the SDR entered

8. Payment Vouchers (PVs)

A. Create a PV for Unit Rate Contracts

Payment Vouchers for Unit Rate Contracts can be created 2 ways.

1. You can Create an SDR and then click on **Quick** PV in the SDR screen

OR

2. After an SDR is created you can return to your Contract Details Screen and click on **Create PV**

And then choose the **Month/Year** from the List for the Payment Voucher

Click on **Next** to continue or **Cancel**

The PV Header will appear and show the SDR # attached to PV and the status.

The **Vendor Reference Number** must be completed with a Unique Number assigned

You may type in **Comments** on the PV Header

Click on **Next** to continue or cancel

The PV Detail Screen resembles the MMARS Payment Voucher completed by the provider

The upper half of the PV includes all the Provider information, unit totals and total amount based on the # Units on the SDR.

The Lower half of the PV includes the SDR information, which can be Edited or Removed, and the MMARS information.

*The **Split** button is a feature for DMR only.*

Once the PV is completed, you can **Submit the PV to DMR, which** will change the status from Incomplete (I,INCP) to Submitted (S,SUBM)
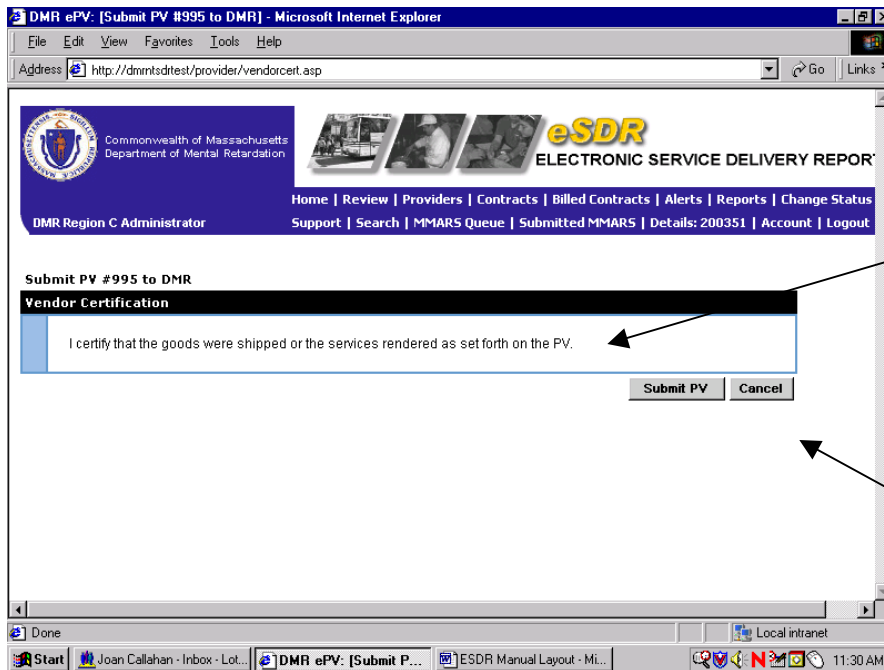
You will receive a **message "I certify that the goods were shipped or services rendered as set forth on the PV".**

Click on **Submit PV** to continue or **Cancel**
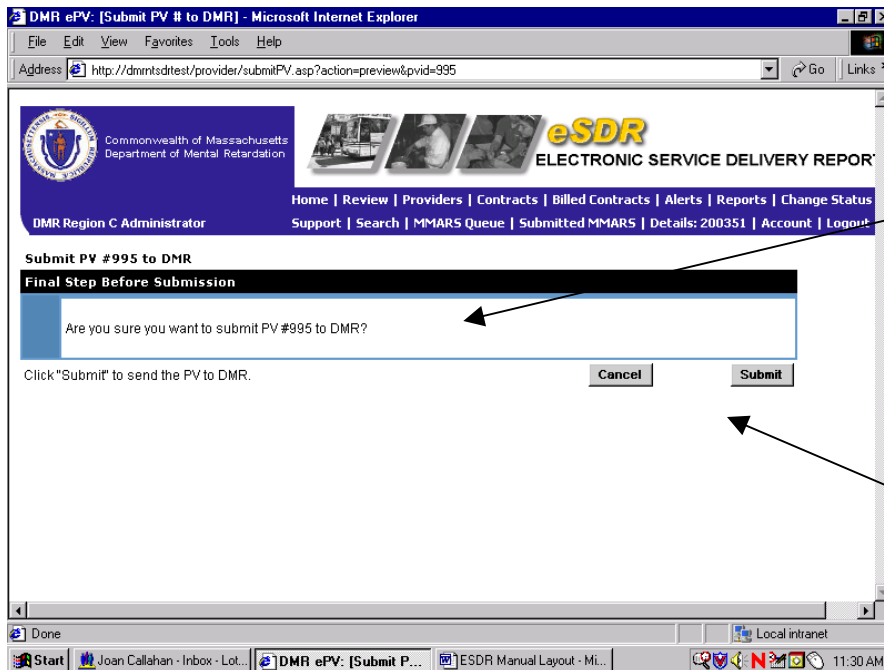
You will be asked again whether you wish to Submit the PV to DMR

Click on **Submit** to continue or **Cancel**
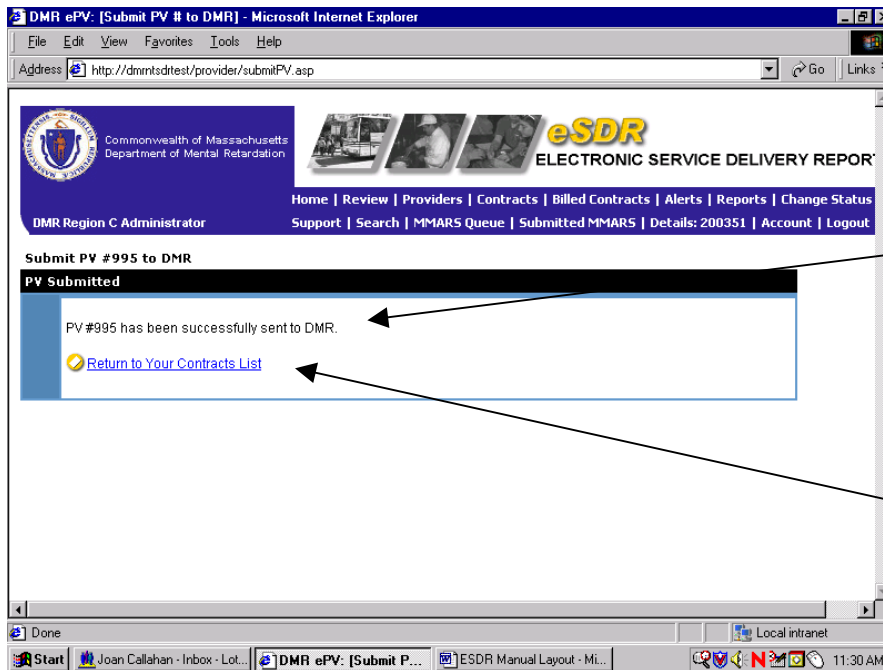
You will receive a message that now says **"PV # has been successfully sent to DMR"**

You may return to your **Contracts List** to complete additional SDRs or select another option from the **Menu Bar**
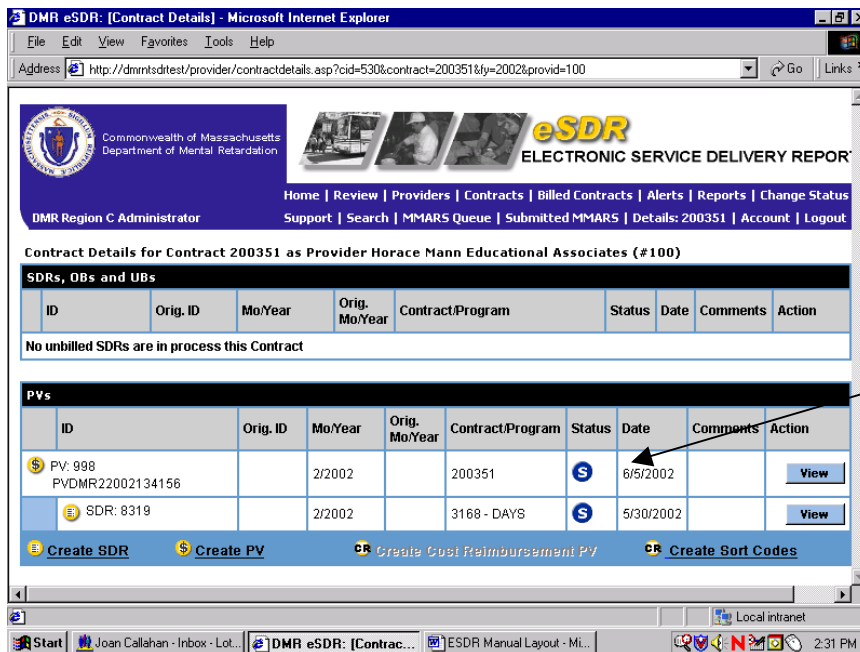
You can return to the Contract Details and see the **Status** of the PV and SDR has been changed to **S** for Submitted

B. Create a PV for Cost Reimbursement Contracts

Payment Vouchers for Cost Reimbursement Contracts can only be created in the Contract Details Screen

Once an SDR is created return to the Contract Details Screen and click **Create Cost Reimbursement PV**

Choose the **Month/Year** from the List for the Payment Voucher

Click on **Next** to continue or **Cancel**

The PV Header will appear and show the SDR # attached to PV and the status.

The **Vendor Reference Number** must be completed with a Unique Number assigned

Click on **Next** to continue or **Cancel**

You may type in **Comments** on the PV Header

The PV Details will look different from a Unit Rate PV

There is no Unit Rate for Cost Reimbursement Contracts, so the Total Amount is $0 to begin

Click on **Cost Reimbursement** to continue
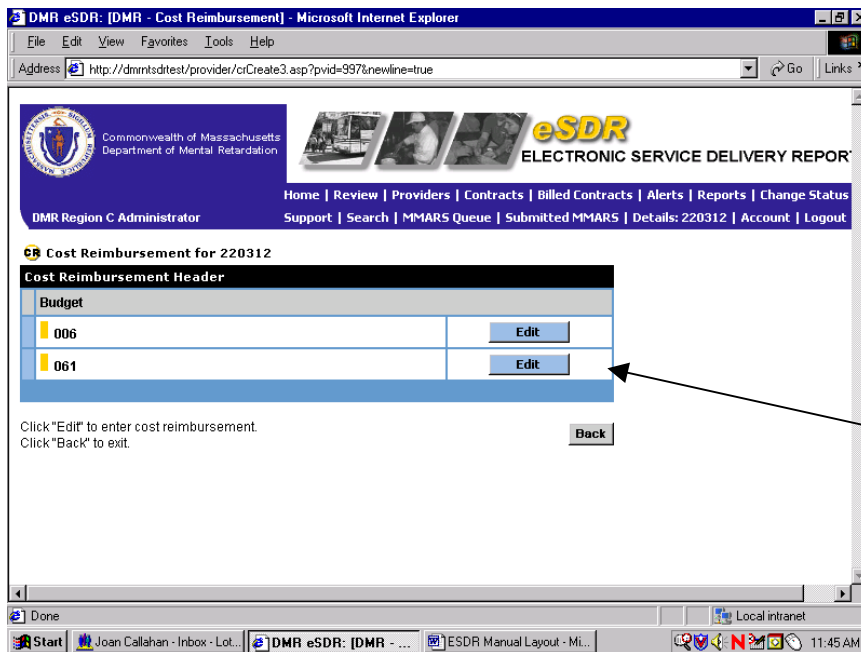
You will now see the number of Budgets associated with this contract

Choose a Budget and click on **Edit** to continue
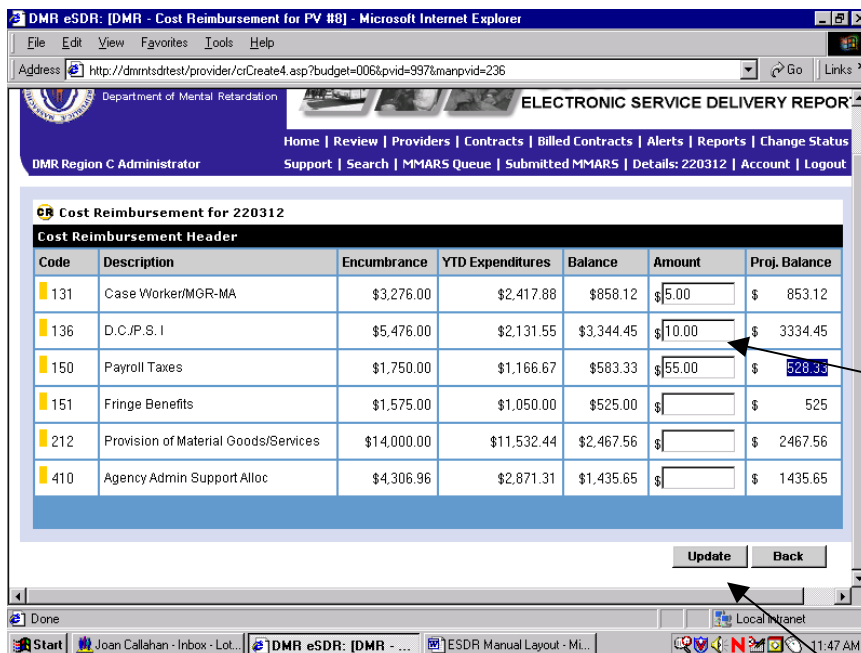
You are now at the Budget page, which shows Budget amount and Expenditures

Enter the amount of each category of expenditure for this PV

When complete. Click on **Update** for data to be accepted

DMR eSDR: [DMR - Cost Reimbursement for PV #8] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://dmrntsdrtest/provider/crCreate4.asp

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

Commonwealth of Massachusetts
Department of Mental Retardation

DMR Region C Administrator

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status
Support | Search | MMARS Queue | Submitted MMARS | Details: 220312 | Account | Logout

Cost Reimbursement for 220312   Update Successful!

Cost Reimbursement Header

Code	Description	Encumbrance	YTD Expenditures	Balance	Amount	Proj. Balance
131	Case Worker/MGR-MA	$3,276.00	$2,417.88	$858.12	$5	$ 853.12
136	D.C./P.S. I	$5,476.00	$2,131.55	$3,344.45	$10	$ 3334.45
150	Payroll Taxes	$1,750.00	$1,166.67	$583.33	$55	$ 528.33
151	Fringe Benefits	$1,575.00	$1,050.00	$525.00	$	$ 525
212	Provision of Material Goods/Services	$14,000.00	$11,532.44	$2,467.56	$	$ 2467.56
410	Agency Admin Support Alloc	$4,306.96	$2,871.31	$1,435.65	$	$ 1435.65

Update   Back

Done   Local intranet

Start | Joan Callahan - Inbox - Lot... | DMR eSDR: [DMR - ... | ESDR Manual Layout - Mi...   11:47 AM

A Message will appear to inform you that the **Update was Successful**

Click on **Back** to return to next Budget

DMR eSDR: [DMR - Cost Reimbursement] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://dmrntsdrtest/provider/crCreate3.asp?pvid=997&newline=false

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

Commonwealth of Massachusetts
Department of Mental Retardation

DMR Region C Administrator

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status
Support | Search | MMARS Queue | Submitted MMARS | Details: 220312 | Account | Logout

Cost Reimbursement for 220312

Cost Reimbursement Header

Budget	
006	Edit
061	Edit

Click "Edit" to enter cost reimbursement.
Click "Back" to exit.

Back

Done   Local intranet

Start | Joan Callahan - Inbox - Lot... | DMR eSDR: [DMR - ... | ESDR Manual Layout - Mi...   11:48 AM

You may choose another Budget to **Edit** or click on **Back** to return to PV

Screen 1

DMR eSDR: [DMR - PV Details for PV #997] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://dmrntsdrtest/provider/crCreate2.asp?type=CR&pvid=997

Ref Doc ID	Vendor Reference Number
SCDMR22202220312	This is a Unique Number also
	Vendor Certification
	Not Certified

Status: INCP | Cost Reimbursement | Submit PV to DMR | Update Details |

Cost Reimbursement Lineitems

No SDRs

Manual #236: Manual Lineitem (01)

Budget	Description	Date Created	Status	Total Units	Rate	Amount
006 061	Cost Reimbursement	6/5/2002 11:47:27 AM	INCP	1	$70.00	$70.00

MMARS Section

PV Line	Ref	CRS Line	Approp	Sub	Org	Prog	Qty	Rate	Amount	
1	SCDMR22202220312	01	59208000	MM	2220	3176	1	$70.00	$70.00	split
							1		$70.00	

Done — Local intranet

Start | Joan Callahan - Inbox - Lot... | DMR eSDR: [DMR - ... | ESDR Manual Layout - Mi... | 11:50 AM

> Now the PV shows the Dollar amount that was entered in the Budget sections for the Cost Reimbursement

> You will also see the SDR attached to the Cost reimbursement PV

Screen 2

DMR ePV: [Submit PV #997 to DMR] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://dmrntsdrtest/provider/vendorcert.asp

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

DMR Region C Administrator

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status
Support | Search | MMARS Queue | Submitted MMARS | Details: 220312 | Account | Logout

Submit PV #997 to DMR

Vendor Certification

This information is submitted in accordance with the rules and regulations of the Department of Mental Retardation regarding allowable costs and that the original records of receipt and payment are on file at the corporate office.
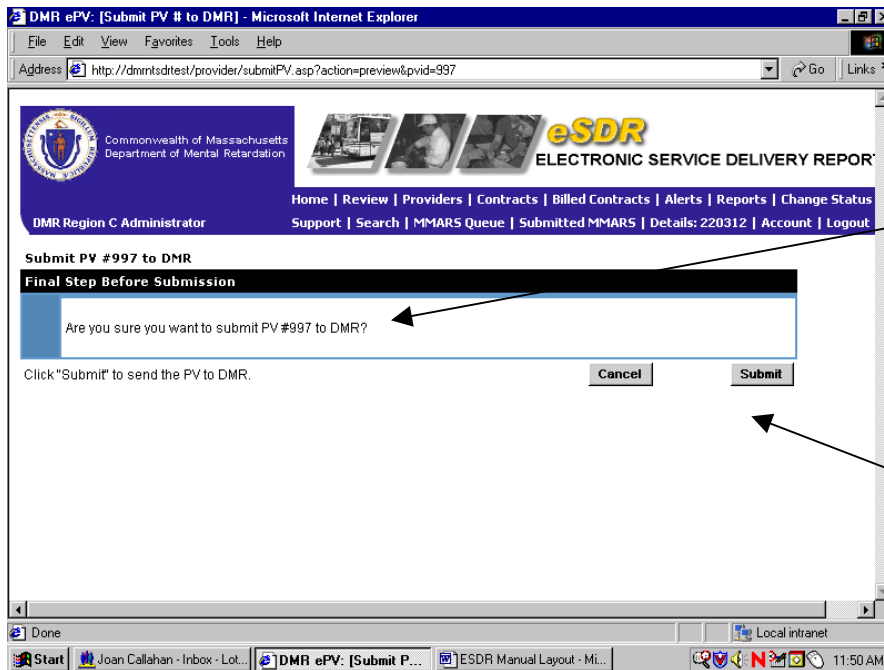
I certify that the goods were shipped or the services rendered as set forth on the PV.

| Submit PV | Cancel |

Done — Local intranet

Start | Joan Callahan - Inbox - Lot... | DMR ePV: [Submit P... | ESDR Manual Layout - Mi... | 11:50 AM

> *This screen will certify that the services were delivered.*

> Click **Submit PV** to continue **or Cancel**

DMR ePV: [Submit PV # to DMR] - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Address | http://dmrntsdrtest/provider/submitPV.asp?action=preview&pvid=997 | Go | Links »

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status

DMR Region C Administrator

Support | Search | MMARS Queue | Submitted MMARS | Details: 220312 | Account | Logout

Submit PV #997 to DMR

Final Step Before Submission

Are you sure you want to submit PV #997 to DMR?

Click "Submit" to send the PV to DMR.   Cancel   Submit

Done   Local intranet

Start | Joan Callahan - Inbox - Lot... | DMR ePV: [Submit P... | ESDR Manual Layout - Mi...   11:50 AM
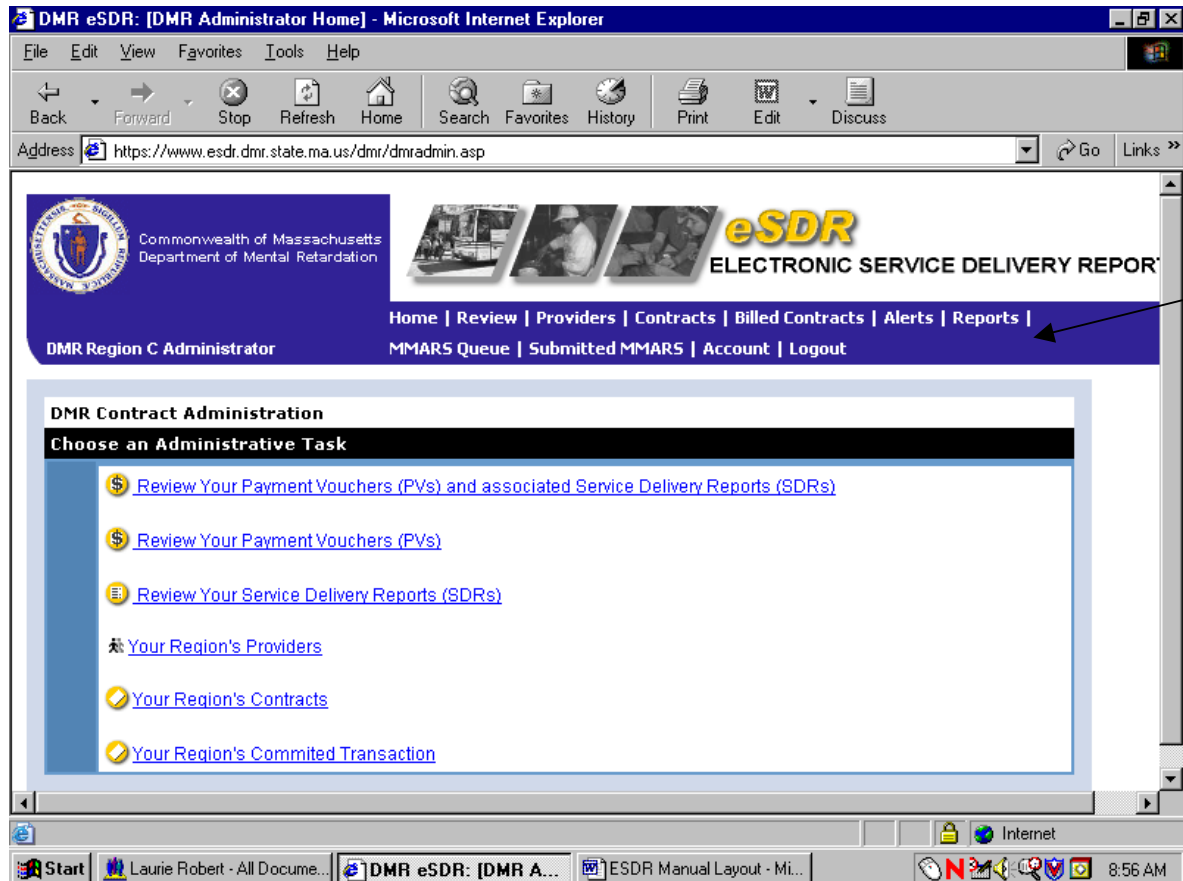
You are asked again whether you want to Submit PV to DMR
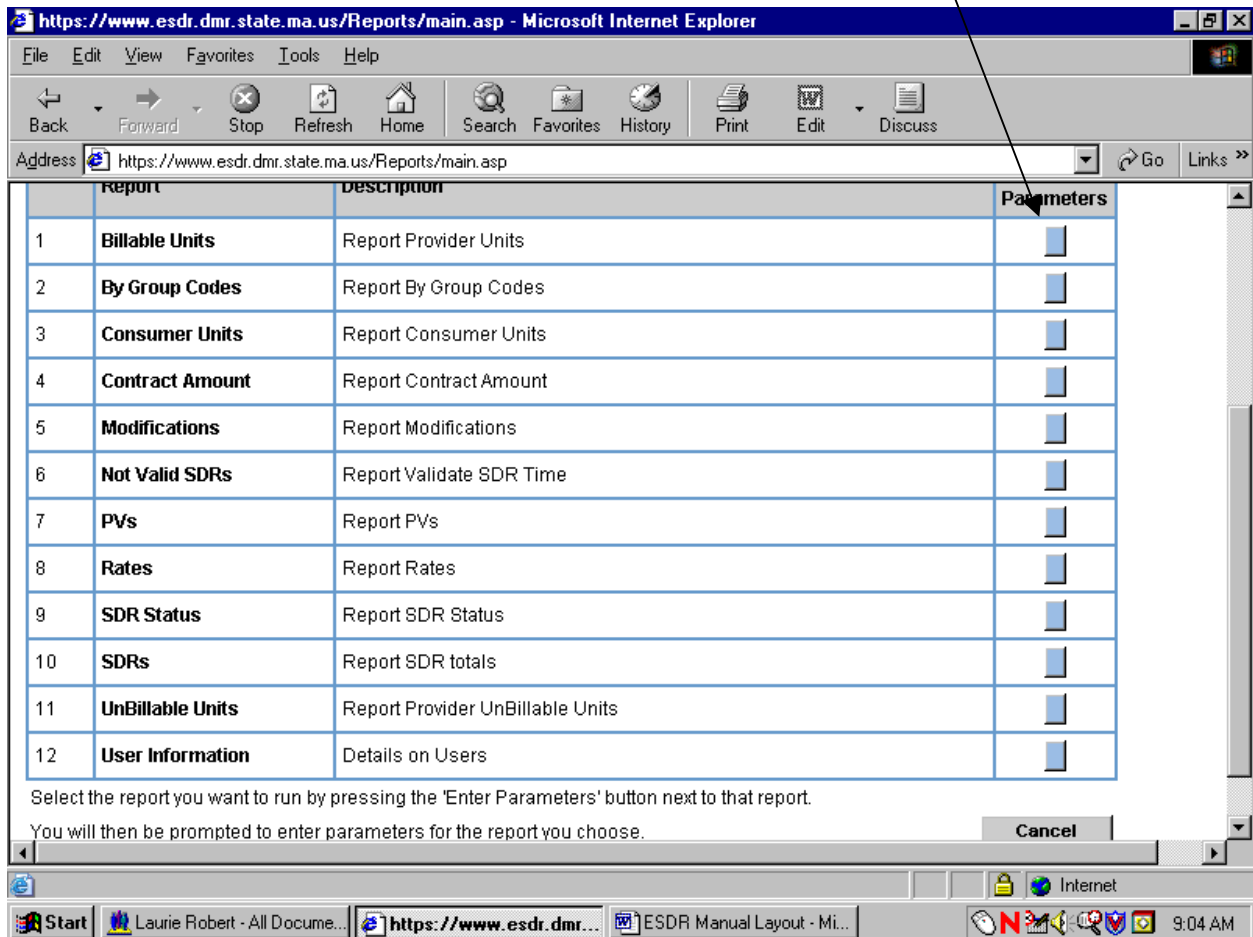
Click **Submit** to continue or **Cancel**

9. Reports

Following eSDR data entry you may select many reports available to check entries and print reports for files.

There are 12 Report options currently available. Click on Parameters button for desired option.

	Report	Description	Parameters
1	**Billable Units**	Report Provider Units	
2	**By Group Codes**	Report By Group Codes	
3	**Consumer Units**	Report Consumer Units	
4	**Contract Amount**	Report Contract Amount	
5	**Modifications**	Report Modifications	
6	**Not Valid SDRs**	Report Validate SDR Time	
7	**PVs**	Report PVs	
8	**Rates**	Report Rates	
9	**SDR Status**	Report SDR Status	
10	**SDRs**	Report SDR totals	
11	**UnBillable Units**	Report Provider UnBillable Units	
12	**User Information**	Details on Users	

Select the report you want to run by pressing the 'Enter Parameters' button next to that report.

You will then be prompted to enter parameters for the report you choose.

Cancel

Note: This screen has been altered to show all report options.

Enter Fiscal Year, Contract #, Status Code: SUBM, REVD or APPR, Start Service date and End Service Date.

Click on Submit for Report or cancel if no longer desired.

If you are unsure of the Start and End Service a Calendar option is available. Dates selected are loaded to the appropriate fields.

Report Billable Units. ERROR: -2147217871 Timeout expired

Back <<
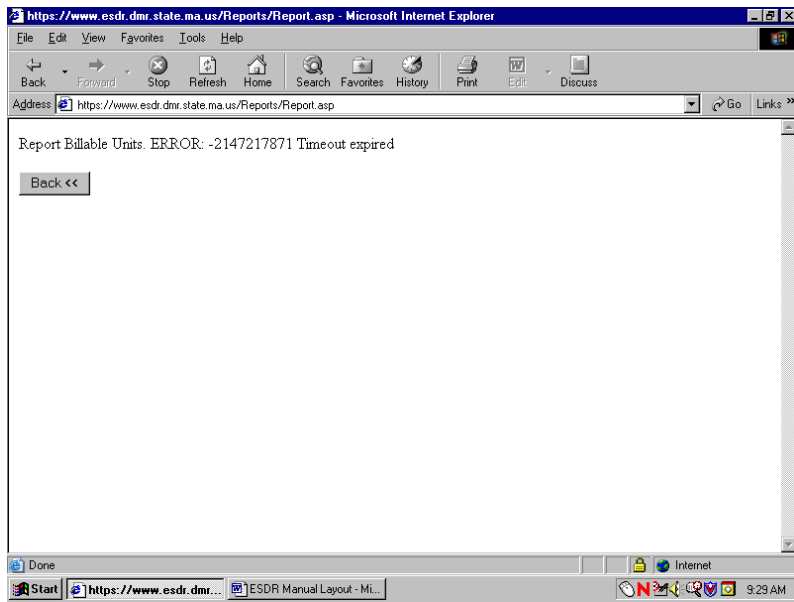
10. DMR Status Change Process

- Providers **Creates** SDR or SDR/PV

- Provider **SUBMITS** ("S" status) SDR or SDR/PV to DMR

- DMR checks **Review Screen** for recently submitted SDRs or SDR/PVs in status **"S"**

- DMR Reviews SDR or SDR/PV for data entry, unit rates, and other appropriate data validation

- Upon Review, DMR changes status of SDR or SDR/PV from status **"S"** to
  - *status "R" (Review) if transaction is satisfactory or*
  - *status "I" (Incomplete) if transaction is not satisfactory*

- If transaction status is changed to **"R"**, SDR or SDR/PV will be forwarded to MMARS* for Provider payment and the DMR Waiver Billing program for Federal reimbursement.

- If transaction status is changed to **"I",** SDR or SDR/PV will be returned to Provider for correction and resubmission to DMR

- After SDR or SDR/PV transactions have been changed to **"R",** DMR must change the status to **"A"** (Approved) verifying that the services have been delivered by the Provider to the consumers

- System generated **Alerts** will be sent to Providers/DMR when the status of any transaction is changed

---

* Note: Module within eSDR to submit payments to MMARS is currently being developed

11. Helpful Hints for easy data entry

To enter services on the Calendar, you can:

1.   Place a check mark in the box next to the consumer's name;
     a.   fill in days of service
     b.   click on the APPLY Button; or
2.   Click on the EDIT Button next the to the consumer's name.
     a.   fill in days of service
     b.   click on the APPLY Button; or
3.   If there's more than one consumer with the same attendance pattern, you can use the PATTERN button
     a.   Select either 7 Days a Week or Monday through Friday
     b.   Select Code
     c.   Type in Units (which in most cases will be the number one (1)
     d.   Click on APPLY. The attendance will apply to only the consumers you have selected in the steps outlined above;
     e.   You can also apply the same attendance to all consumers by following Steps 3a-3c, Click on ALL and then Click on APPLY.

Helpful Hint: If a consumer's attendance record is completed and you find another consumer with the same attendance record, you can 'COPY' and 'APPLY' the attendance record to another consumer by:

1. Select the attendance record you want to copy by clicking on the EDIT Button next to the consumer's name. The attendance record will appear.
2. Unselect consumer by unchecking the box next to his name.
3. Select the consumer(s) you want the attendance to apply to, by clicking the box next to the consumer(s) name. Select as many as you like.
4. Click on Apply. The same attendance should be the same for all consumer(s) you have selected to apply the particular pattern to.

To go back to the Entire Consumer List, Click on CALENDAR button. You will be able to proceed with other options, such as:

a. EDIT consumer's attendance;
b. SUBMIT SDR; or
c. Proceed with other options listed on the Blue Menu Bar.

Note: Once you '**Create SDR'**, there is <u>no need</u> to **'Save'** the SDR. The eSDR application saves your entry automatically! If there's a power outage, or you forget to shutdown your computer, you will be able to retrieve the SDR you were working on by:

a. On the blue Menu Bar, click on Contracts, search for Contract #, then click on View Details. The SDR you were working on should show up on the screen.

QUICK TIP: Once you have entered an attendance, the previous attendance record might be displayed, you can clear the attendance calendar by:

1. First, make sure no consumers are checked (click on UNCHECK ALL Button), Click on **CLEAR** BUTTON, AND **APPLY** BUTTON. This will delete all attendance in the Calendar section and not delete any attendance you have entered for any consumers in the top section of the screen.
2. **Please Note**: If you fail to uncheck all consumers, the attendance will be deleted for all consumers!

Note: When entering services in the attendance calendar section of the eSDR application, when using the unbillable codes, such as, S, H, V, U, etc., you will have to place a value of '1' in the calendar in order for the Code(s) to stay visible in the application.

12. Other Topics

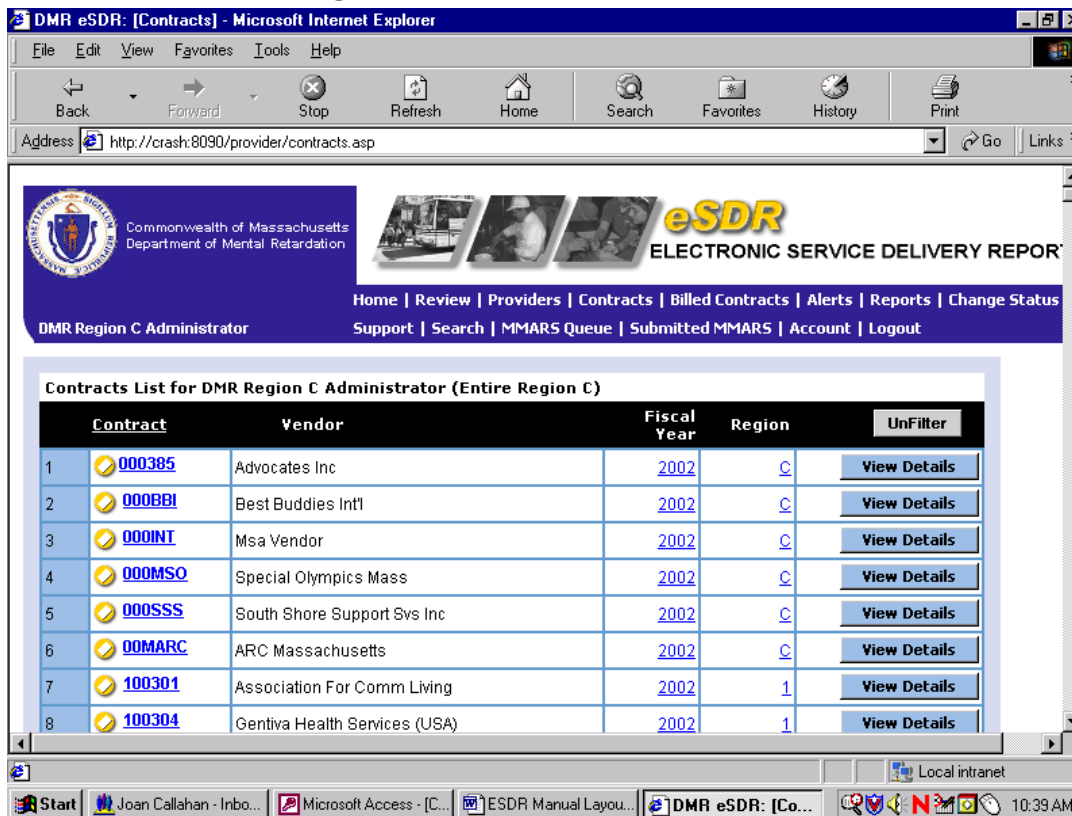## A. Adding attendance for a new consumer on an incomplete SDR.

Go to Contract Details and Find the **Incomplete** SDR for Contract and Month

Click on **Edit** to proceed to calendar

Search for new consumer and click **Edit** to update the Calendar. Follow instructions for Editing a consumer's calendar.

When complete, click on **Quick PV** to create Unit Rate PV

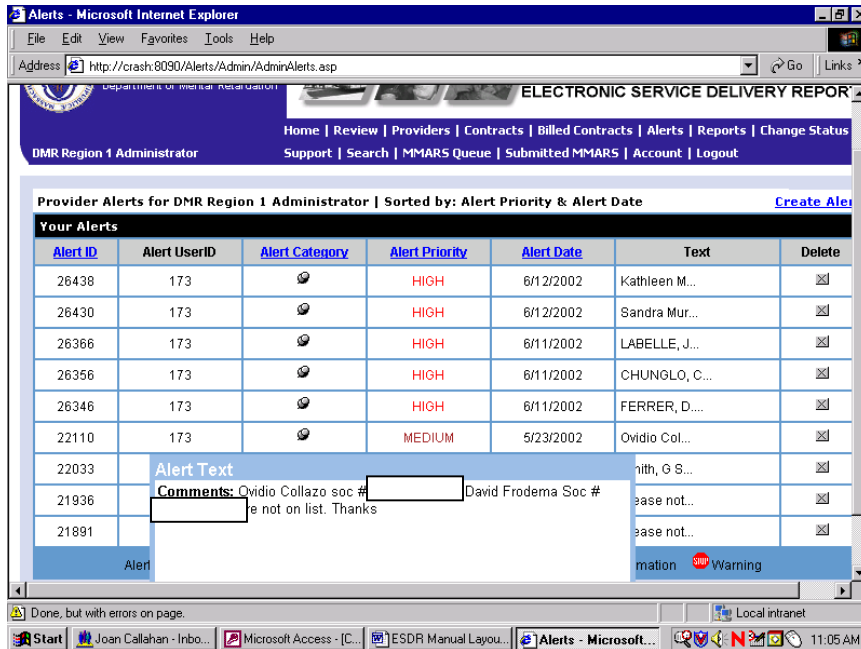## B. Printing a screen

Open a new Word Document

Hit the **PrtScn** key on your keyboard

Hit the **Ctrl** and **V** key on your keyboard

You may resize the screen by clicking on the object and dragging the corners to fit the page

C. Using Alerts

1. Receiving Alerts

1. Go to Alerts menu

2. You will see a list of Alerts either sent automatically from the eSDR application or manually from a Provider or Region

3. To view the message, put the cursor over the Alert Text

4. You can delete the Alert manually by clicking on **Delete**

5. Alerts will automatically be deleted from the eSDR application after 60days

2. Creating Alerts
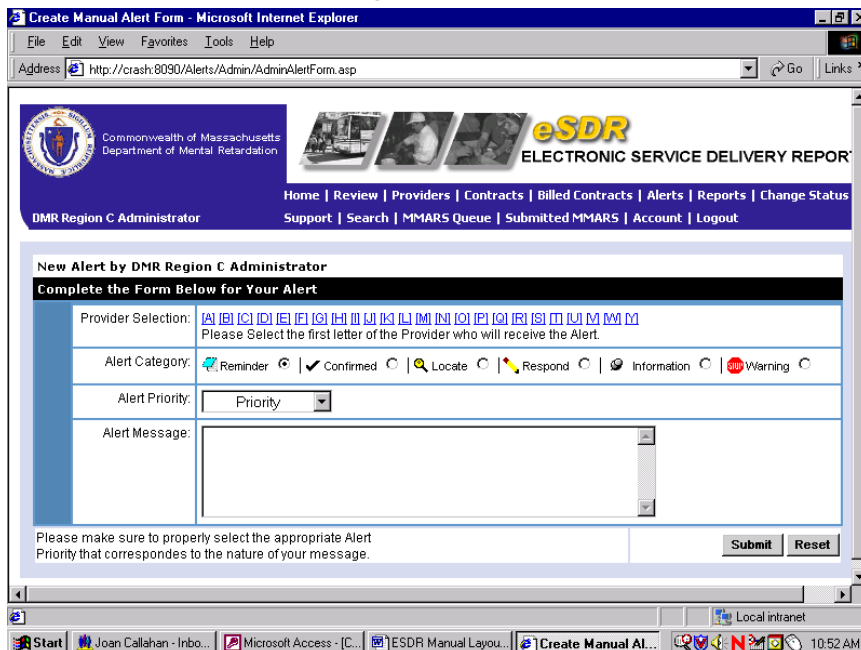
1.Go to the Alerts Menu

2. Choose a Provider/Regional office to contact

3. Select an Alert Category

4. Choose an Alert Priority

5. Type an Alert Message in the box

6. Click on **Submit** to send or **Cancel**

D. Using Sort Codes

Go to Contract Details to enter Sort Codes for a Contract

Choose **Create Sort Codes**

Choose the Fiscal Year and Program and click on **Set Codes** to assign Sort Codes

eSDR: Set Codes for 120326 - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Print

Address rovider/SortCodes/Consumers.asp?SDRID=275&SortLetter=n/a&Insert=Completed&ContractNumber=120326&FiscalYear=2002   Go   Links

Department of Mental Retardation   ELECTRONIC SERVICE DELIVERY REPORT

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status

DMR Region C Administrator   Support | Search | MMARS Queue | Submitted MMARS | Details: 120326 | Account | Logout

Consumers associated with Contract: 120326 in Fiscal Year 2002   The sort codes were successfully updated.

Set Sort Codes: [A] [B] [C] [D] [E] [F] [G] [H] [I] [J] [K] [L] [M]   Back <<   Submit
                    [N] [O] [P] Q [R] [S] [T] U V [W] X [Y] [Z] All

Consumer	SSN	Last Name:	First Name:	Group Indicator:	Sort Code:
1.			OLEWOLE DAVID	☐	F
2.			CHARLES	☐	F
3.			JAMES	☐	F
4.			LARRY	☐	G
5.			DIEGO	☐	G
6.			YOLANDA	☐	G
7.			BRUCE	☐	G

Local intranet

Start   Joan Callahan -...   ESDR Manual ...   eSDR: Set ...   Cannot find ser...   1:48 PM

1. Assign a letter from A-Z for certain groups of individuals

2. Click on **Submit** to set codes or **Back** to start over

When completing an SDR, click on **Filter By** and select the Code for a particular group of consumers

You will then see only those consumers assigned to that code

You can continue entering attendance for each group of consumers by changing the **Filter By**

E. Finding a particular Consumer within an SDR

Within the SDR, click on **Find**

Enter in the Last Name of the consumer you are trying to find within the SDR

Click on **Submi**t

First screenshot (top)

DMR eSDR: [Edit SDR: #9521] - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Print

Address   http://crash:8090/provider/sdr.asp?sdrid=9521&lastname=Cote   Go   Links

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status |
DMR Region C Administrator   Support | Search | MMARS Queue | Submitted MMARS | Details: 120326 | Account | Logout

SDR#: 9521   Contract: 120326 - 3168 (DAYS)   Filter By   Codes   Provider: Riverside Industries   Count: 155

Page: 1 of 1   Check All   Uncheck All   Submit   JULY - 2001   Notes   All   Find   Records

☐   MICHAEL (01) $92.63   SSN   7/1/2000 - 6/14/2002   Units: Edit

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

[End of List]

<< <   Page: 1 of 1   > >>

	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

Apply   All   Clear   Pattern   Quick PV

Unit Count: 0   Legend

Total Units = 0   (callahan) - 6/19/2002 3:06:28 PM

Done   Local intranet

Start   Joan Callahan -...   ESDR Manual ...   Cannot find ser...   Microsoft Access   DMR eSDR:...   3:12 PM

Annotation: The Calendar for the consumer you are looking for will appear on the screen

You then can enter their attendance in the calendar

Second screenshot (bottom)

DMR eSDR: [Edit SDR: #9521] - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Print

Address   http://crash:8090/provider/sdr.asp?sdrid=9521&lastname=Cote   Go   Links

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports | Change Status |
DMR Region C Administrator   Support | Search | MMARS Queue | Submitted MMARS | Details: 120326 | Account | Logout

SDR#: 9521   Contract: 120326 - 3168 (DAYS)   Filter By   Codes   Provider: Riverside Industries   Count: 155

Page: 1 of 1   Check All   Uncheck All   Submit   JULY - 2001   Notes   All   Find   Records

☐   OLEWOLE DAVID (01) $92.63   SSN: 7/1/2001 - 6/14/2002   Units: Sort Code:F   Edit

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

☐   HARLES (01) $92.63   SSN: 7/1/2000 - 6/14/2002   Units: Sort Code:F   Edit

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

	Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

Apply   All   Clear   Pattern   Quick PV

Unit Count: 0   Legend

Total Units = 0   (callahan) - 6/19/2002 3:06:28 PM

Done   Local intranet

Start   Joan Callahan -...   ESDR Manual ...   Cannot find ser...   Microsoft Access   DMR eSDR:...   3:13 PM

Annotation: Click on **All** and you will return to your entire list of consumers to proceed

You can continue to enter or edit attendance, Submit a PV, or return to Contract Details leaving the SDR in an Incomplete status

F.   Writing a note

To Write a Note within an SDR, click on **Notes**

A text box will appear and you can write a note/comment that will stay within the SDR

G. Editing a consumer's attendance calendar

Choose either one consumer by clicking on **Edit** or a Group of consumers by checking the box next to the last name on the left

On the calendar, change the code entered to the correct code and click on **Apply** to accept the change

You can now see the number of units for the consumer has been changed as well as the total number of units for the entire SDR

H. Legend

Click on Legend for Calendar entry options

You should enter ALL service delivered and in the correct amounts.

I. Warnings and Internal Flags
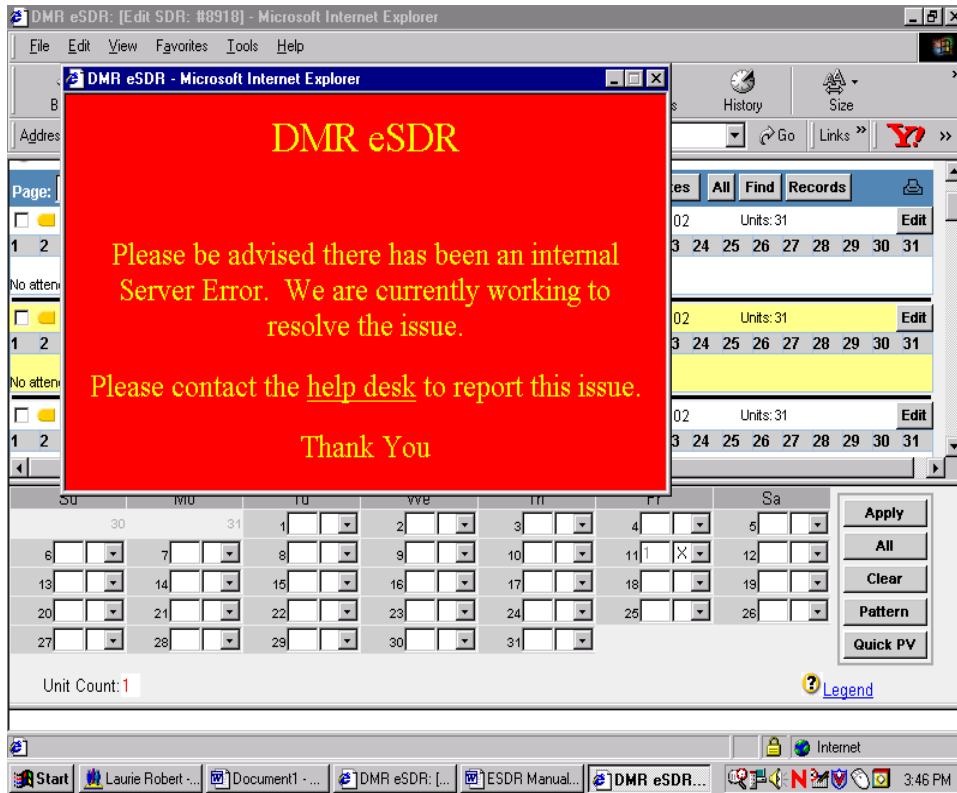
As with most systems there may be a time when you receive this type of message. It does not mean that you have entered incorrectly.

DMR eSDR

Please be advised there has been an internal Server Error. We are currently working to resolve the issue.

Please contact the help desk to report this issue.

Thank You

If this error occurs, log out and try again later. If the error still appears contact the DMR Helpline for assistance

J. Deleting an SDR

An SDR can only be deleted if it is in Incomplete status.

Click on Delete

If the SDR is in Submit Status the Provider must contact the Region to have the status changed to Incomplete.
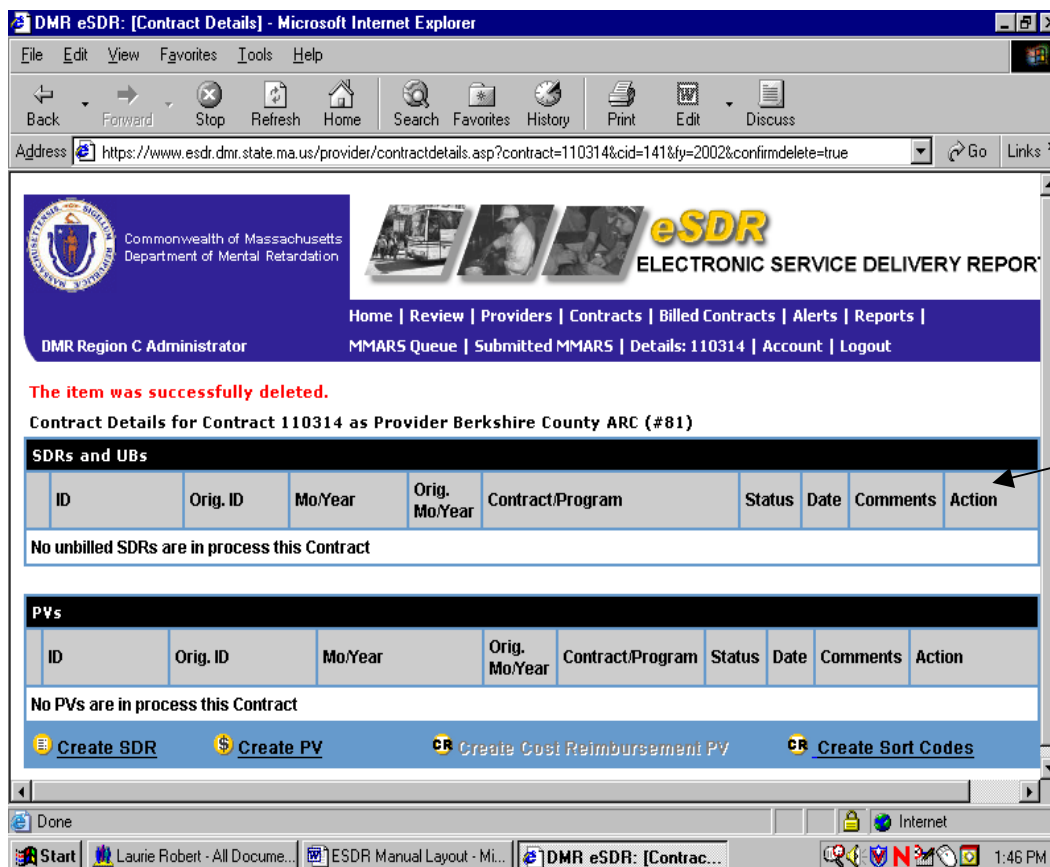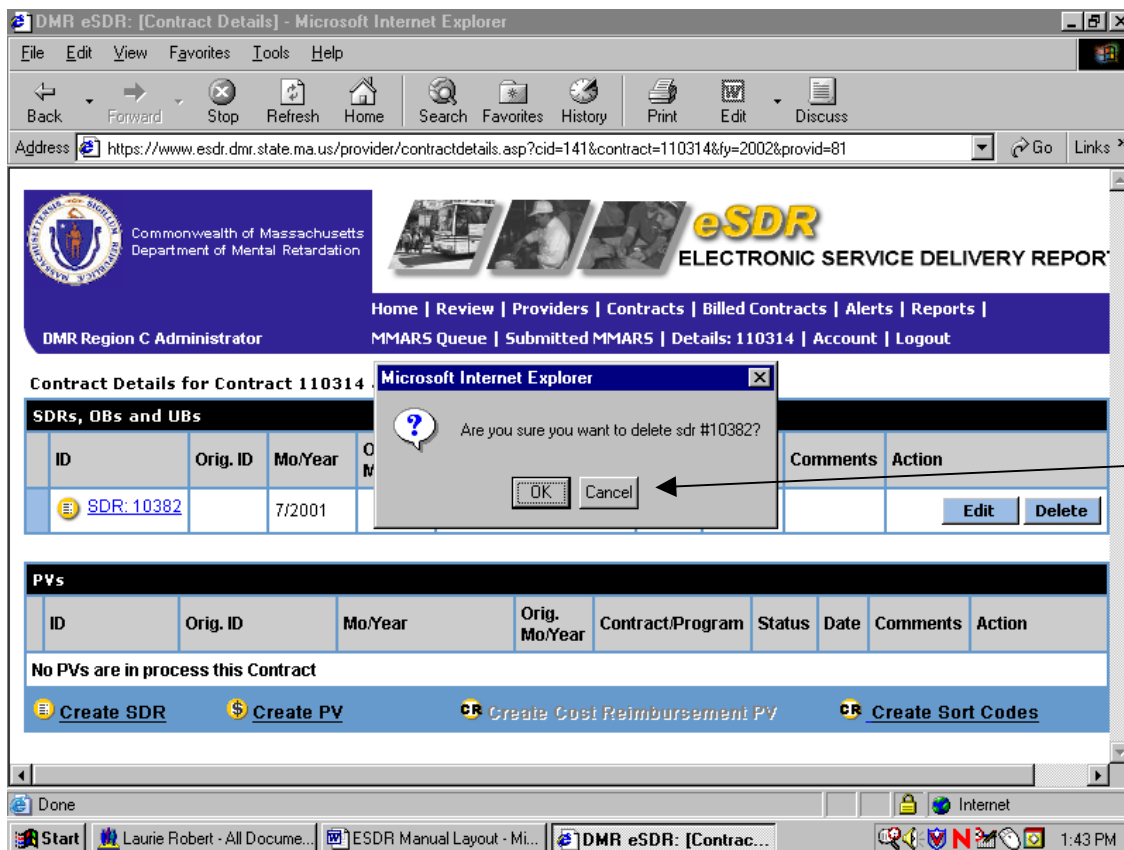
Screenshot annotations and content:

First screenshot (top):

DMR eSDR: [Contract Details] - Microsoft Internet Explorer

File | Edit | View | Favorites | Tools | Help

Back | Forward | Stop | Refresh | Home | Search | Favorites | History | Print | Edit | Discuss

Address: https://www.esdr.dmr.state.ma.us/provider/contractdetails.asp?cid=141&contract=110314&fy=2002&provid=81 | Go | Links

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

DMR Region C Administrator

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports |
MMARS Queue | Submitted MMARS | Details: 110314 | Account | Logout

Contract Details for Contract 110314

SDRs, OBs and UBs

ID	Orig. ID	Mo/Year			Comments	Action
SDR: 10382		7/2001				Edit	Delete

Microsoft Internet Explorer
Are you sure you want to delete sdr #10382?
OK | Cancel

PVs

ID	Orig. ID	Mo/Year	Orig. Mo/Year	Contract/Program	Status	Date	Comments	Action
No PVs are in process this Contract								

Create SDR | Create PV | Create Cost Reimbursement PV | Create Sort Codes

Done | Internet

Start | Laurie Robert - All Docume... | ESDR Manual Layout - Mi... | DMR eSDR: [Contrac... | 1:43 PM

Annotation: Message asks Are you sure you want to delete SDR #. Click on OK or Cancel

Second screenshot (bottom):

DMR eSDR: [Contract Details] - Microsoft Internet Explorer

File | Edit | View | Favorites | Tools | Help

Back | Forward | Stop | Refresh | Home | Search | Favorites | History | Print | Edit | Discuss

Address: https://www.esdr.dmr.state.ma.us/provider/contractdetails.asp?contract=110314&cid=141&fy=2002&confirmdelete=true | Go | Links

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

DMR Region C Administrator

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports |
MMARS Queue | Submitted MMARS | Details: 110314 | Account | Logout

The item was successfully deleted.
Contract Details for Contract 110314 as Provider Berkshire County ARC (#81)

SDRs and UBs

ID	Orig. ID	Mo/Year	Orig. Mo/Year	Contract/Program	Status	Date	Comments	Action
No unbilled SDRs are in process this Contract								

PVs

ID	Orig. ID	Mo/Year	Orig. Mo/Year	Contract/Program	Status	Date	Comments	Action
No PVs are in process this Contract								

Create SDR | Create PV | Create Cost Reimbursement PV | Create Sort Codes

Done | Internet

Start | Laurie Robert - All Docume... | ESDR Manual Layout - Mi... | DMR eSDR: [Contrac... | 1:46 PM

Annotation: Indicates SDR Deleted

K. Deleting a PV

A PV can be deleted if the status is **Incomplete**

Click on **Delete**

A Message will appear to ask you if you are sure you want to delete the PV

Click on **OK** or **cancel**

Commonwealth of Massachusetts
Department of Mental Retardation

eSDR
ELECTRONIC SERVICE DELIVERY REPORT

Home | Review | Providers | Contracts | Billed Contracts | Alerts | Reports |

DMR Region C Administrator   MMARS Queue | Submitted MMARS | Details: 110314 | Account | Logout

The item was successfully deleted.

Contract Details for Contract 110314 as Provider Berkshire County ARC (#81)

SDRs and UBs

ID	Orig. ID	Mo/Year	Orig. Mo/Year	Contract/Program	Status	Date	Comments	Action

No unbilled SDRs are in process this Contract

PVs

ID	Orig. ID	Mo/Year	Orig. Mo/Year	Contract/Program	Status	Date	Comments	Action

No PVs are in process this Contract

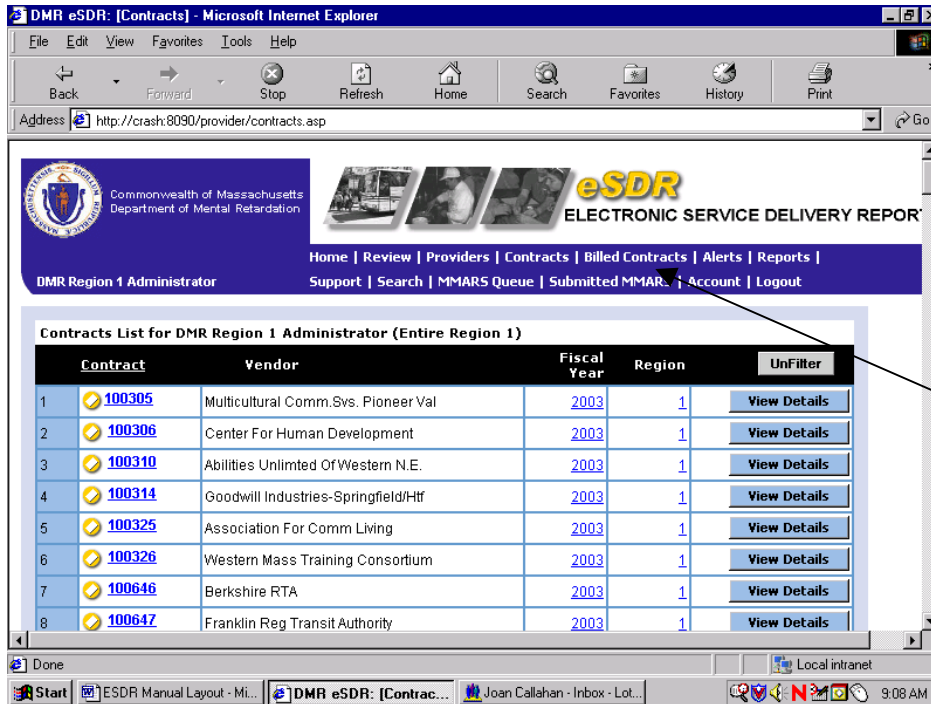💿 **Create SDR**   💲 **Create PV**   CR Create Cost Reimbursement PV   CR **Create Sort Codes**

Done   Internet

Start | Laurie Robert - All Docume... | ESDR Manual Layout - Mi... | DMR eSDR: [Contrac...   1:49 PM
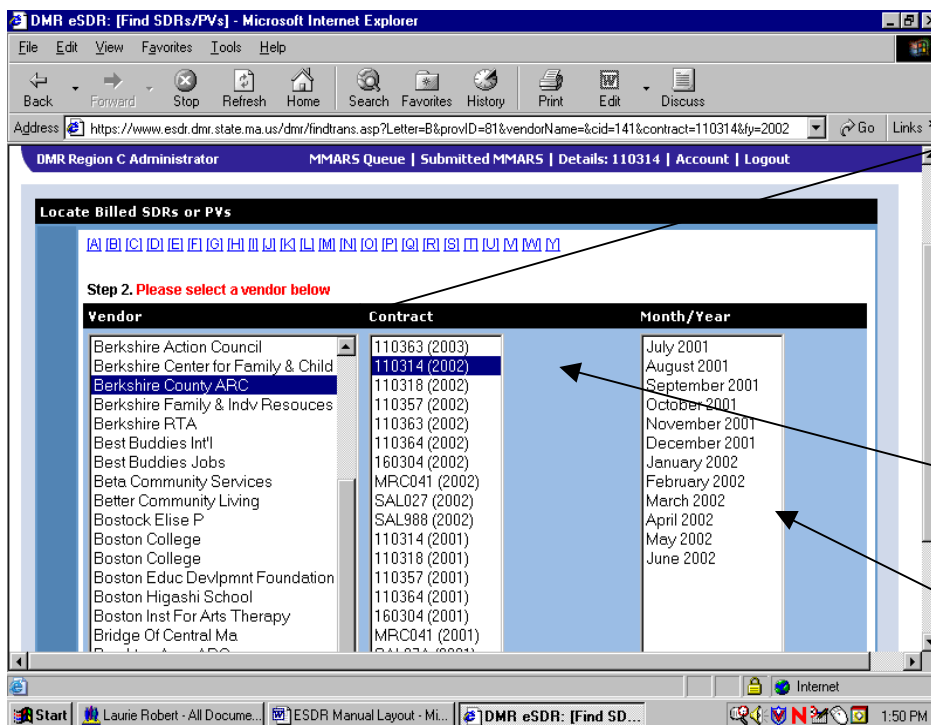
A message will appear to confirm that the PV has been deleted

L. Billed Contract Function

The Billed Contract Function is used to View PVs and SDRs that have been Reviewed by DMR

Click on **Billed Contracts** on the Menu Bar

As a DMR Administrator, you can choose any Provider in your Region.

In order to View SDRs and PVs, Providers or DMR Administrators, can choose any contract associated with the Provider and any month within the Contract and Fiscal Year. Click on **Find**

M.   Over billing and Under Billing

The Over Billing and Under Billing feature is to be used if attendance for a consumer has been previously Reviewed by DMR and is a Modification of that attendance record.

Find the already Reviewed PV or SDR as discussed in the Billed Contract function.

After finding the SDR for modification, Click on UB for Under billing or OB for Over billing

A message will appear which will ask you whether you want to modify the SDR Click **OK** or **cancel**

The SDR will appear with the previously entered attendance

Click on box beside Consumer's name for modification and click **Edit**

Modify attendance in Calendar and click **Apply** when completed

Consumer's attendance has now been modified

Screenshot 1:

DMR eSDR: [Edit SDR: #10385] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print Edit Discuss

Address https://www.esdr.dmr.state.ma.us/Provider/sdr.asp?sdrid=10385   Go   Links

No attendance yet

CAROL (01) $66.75   SSN: 7/1/1998 - 6/28/2002   Units: Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

DAVID (01) $66.75   SSN: 7/1/2001 - 6/28/2002   Units: 22   Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

TRACY (01) $66.75   SSN: 7/1/2001 - 6/28/2002   Units: Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

| Su | Mo | Tu | We | Th | Fr | Sa |

Unit Count: 22

Apply All Clear Pattern Quick PV

Legend

Total Units = 42   (DMRCLO) - 7/1/2002 - 1:48:10 PM

Done   Internet

Start Laurie Robert - All Docume... ESDR Manual Layout - Mi... DMR eSDR: [Edit SD... 1:54 PM

Screenshot 2:

DMR eSDR: [Edit SDR: #10385] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Print Edit Discuss

Address https://www.esdr.dmr.state.ma.us/Provider/sdr.asp?sdrid=10385   Go   Links

No attendance yet

CAROL (01) $66.75   SSN: 7/1/1998 - 6/28/2002   Units: Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

DAVID (01) $66.75   SSN: 7/1/2001 - 6/28/2002   Units: 23   Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

TRACY (01) $66.75   SSN: 7/1/2001 - 6/28/2002   Units: Edit
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

No attendance yet

| Su | Mo | Tu | We | Th | Fr | Sa |

Unit Count: 23

Apply All Clear Pattern Quick PV

Legend

Total Units = 43   (DMRCLO) - 7/1/2002 1:49:22 PM

Done   Internet

Start Laurie Robert - All Docume... ESDR Manual Layout - Mi... DMR eSDR: [Edit SD... 1:54 PM

N. Manual Line Items

The Manual Line item feature is to be used on a PV for those instances where a bill is not derived from attendance. An example would be a retro rate increase or decrease.

Click on **Create new Manual Line item**

Choose a contract line to begin.

Enter in the appropriate Units and Unit Rate for the Manual Line Item

Click on **Calculate**

The system will automatically recalculate the Units based on the current Unit Rate in the eSDR application

Click on **Create Line Item**

Recalculated Units and Unit Rate for the Manual Line item will appear on the PV
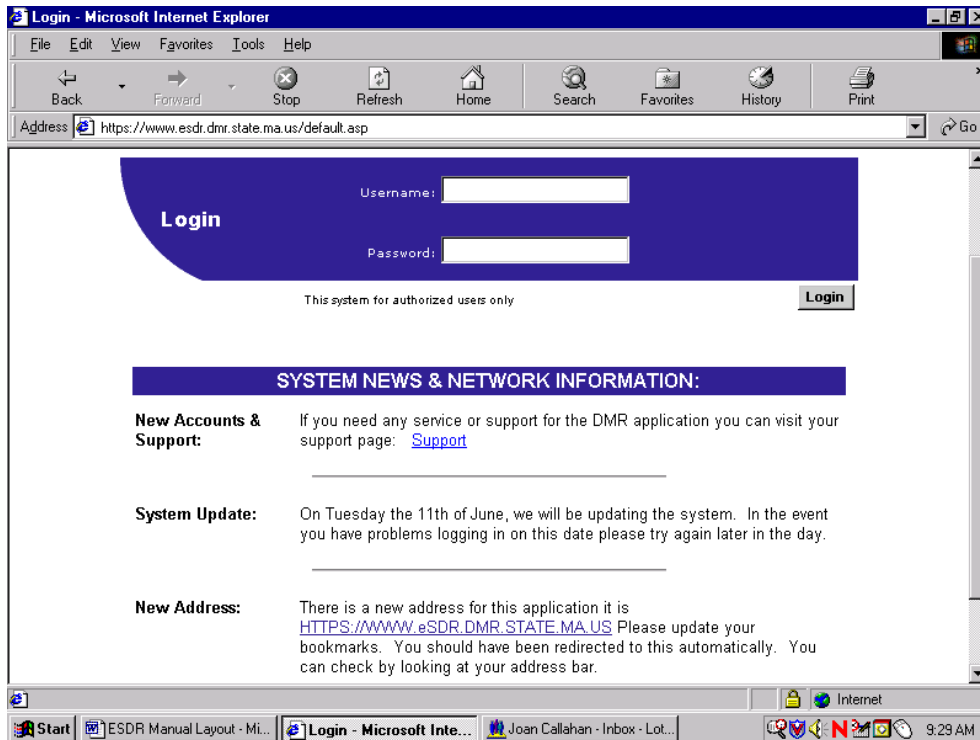
When completed, click on **Submit PV to DMR**

O.   Supplemental Billing

A new SDR should be completed for a
consumer if units were not previously
billed.

See Create SDR

P. Help and Assistance

At the eSDR Login Screen, Click on **Support**

Creating a New Provider Account
New Provider Accounts are created by DMR technical staff only after the following procedures are followed:

1.) The provider fills out the following form: eSDR Registration The form is also available at the DMR web site at www.dmr.state.ma.us Click on DMR-POS-Contracts and then click on eSDR.
2.) The provider must submit the completed form to the Regional Office with which they do most of their business for signature verification.
3.) Once the form has been filled out and authorization has been granted, an account will be created for the approved Provider. A notice will be sent by e-mail to that individual when access has been authorized.

Creating a New DMR Account
The DMR internal eSDR authorization form is also available at the DMR web site noted above. The form can be either be printed out, signed by the Regional Operations Manager and sent to the contracts office in central office or attached to an e-mail and sent to esdr.help by the ROM.

Technical Support
If you require assistance with technical issues contact the esdr.help@dmr.state.ma.

Bug Reporting
If you believe you have come across a bug in the application you are encourage to document and submit the following:
Write down the ID of the PV or SDR you are working on.
Write down the ID and Name of the Provider if applicable.
Write down the actions you were taking before the bug became apparent.
Write down any error message(s) that might have appeared.
Note the time and location when the bug occurred.

Submit this information and any other relevant facts to: esdr.help@dmr.state.ma.us. Please remember that the more information you are able to document about the problem dramatically increases the likelihood of your issue being successfully resolved.